



# TECHNO-TRAINING

## 2016 CATALOGUE

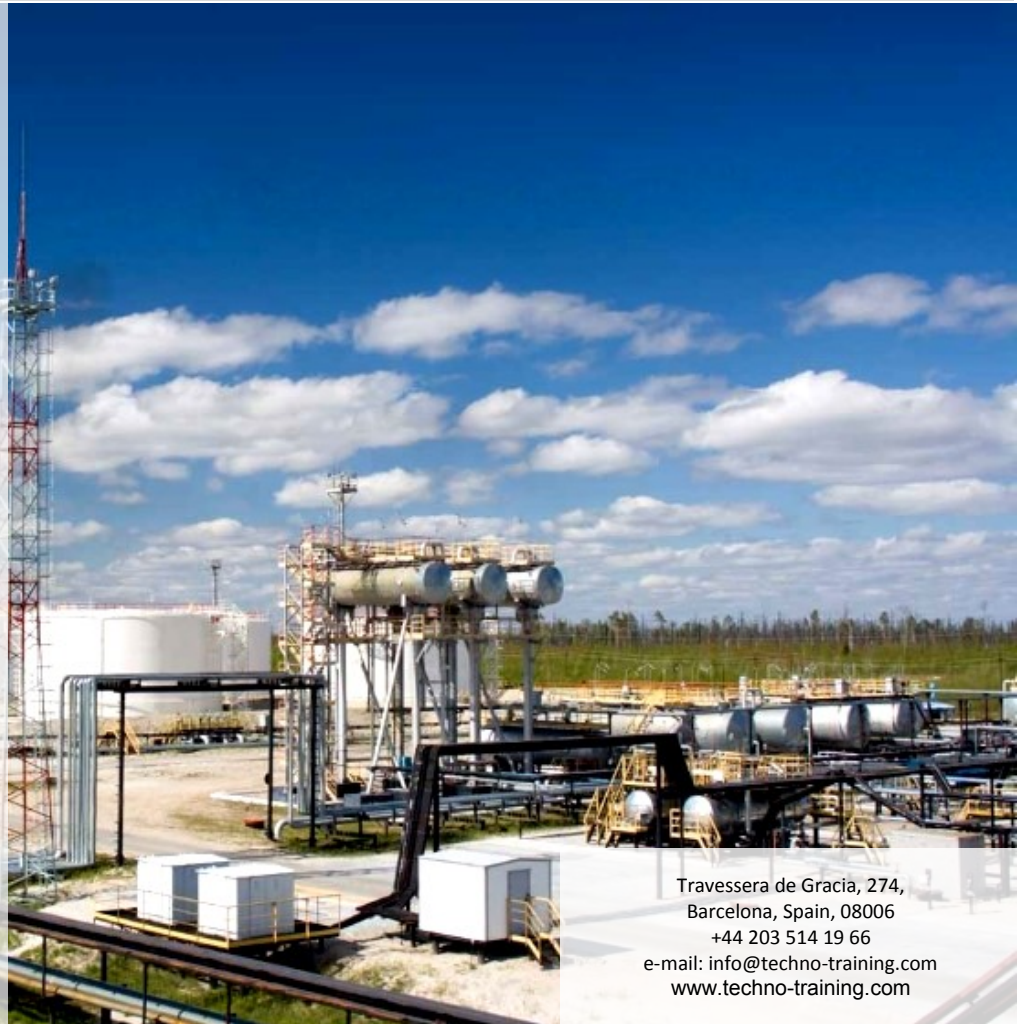
TRAINING AND CONSULTING SERVICES FOR OIL AND GAS  
AND POWER GENERATING ORGANISATIONS

### INSIDE THIS ISSUE:

**Technical, HSE, Core Business Skills, Language training, Management Development and other training programmes for technicians, engineers, managers and other employees.**

Find out more about other services we can provide:

- Training and Development - Gap analysis, Courses development, Corporate training, Training administration and Outsourcing etc.
- Manpower Services - Supply contract employees, Evaluation and assessment of existing employees, Personnel recruitment and out staffing etc.
- Competency Assurance - Competency Assurance Programme Development, Training for Assessor and Mentors, Competency Assurance Audits
- Technical Services— Learning Management System implementation, Consulting services etc.



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# **TECHNO-TRAINING**

**Safety**

**Efficiency**

**Professionalism**

**Leadership**

**Competence**





Dear friends,

Techno-Training is a fast growing company focused on delivery of training and consultancy services to petroleum and power generating companies.

Our high-class training and development solutions are based on solid technical experience, cultural diversity and training talent of our instructors and consultants.

**We specialize in 3 major geographical regions:**

- Middle East and North Africa
- Russia and CIS
- Europe and South America

**In this catalogue you will find information about our services:**

- Provision of full training services solutions for oil and gas projects in Upstream and Downstream
- Provision of manpower services (recruitment, staffing, assessment etc.)
- Wide range of Technical and HSE programmes available at your location
- Management Development Programmes
- Core Business Skills Programmes
- Other consulting services such as Installation of LMS, Training Outsourcing etc.)

We guarantee you that quality of our services is our top priority! By selecting today Techno-Training as your long-term partner in training and development you receive access to high-class and efficient training solutions and international best practice!

Our international team is happy to support you and your business starting from today!

Anton Gakhov

Managing Director, Techno-Training





**TECHNO-TRAINING** is a reliable partner in provision of first-class personnel training and development services for oil and gas and power generating companies. Our instructors are highly-qualified professionals with big international experience received in projects around the world.

Training programmes can be delivered in following languages—English, Spanish, Arabic and Russian.

We provide turn-key training and development solutions, including development of core business, management and leadership skills, safety culture and technical competence.

We also provide a wide range of consultancy services such as Manpower services (recruitment and out staffing), Training Outsourcing, LMS installation, technical consultancy etc.







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TECHNICAL



HEALTH, SAFETY AND ENVIRONMENT





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## Technical Programmes

### Technical Programmes

All Techno-Training technical programmes will be delivered at our client's location by combining various training methods such as Classroom training, Simulation training, Workshop exercises or On-the-job training.

All our instructors are highly qualified professionals with direct experience in international projects in petroleum and power generating business.

In order to guarantee the best quality and efficiency of our technical training programmes we offer them in form of a long-term contractual agreements so that we can deliver them as your in-house turn-key training solution for Technical and HSE skills development. In this case all our programmes will be adapted to your requirements.

Long-term technical training programmes for technicians and operators can be certified/endorsed by a professional certification bodies such as OPITO or City and Guilds what will make them internationally recognised.

Additionally to our training delivery offer Techno-Training can help you build a technical competency assurance programme specific to your project requirements.

We will do a task analysis and then develop a roadmap for each designated job function based on procedural and non-procedural competencies. The Competency Assurance Program will standardise the necessary competencies required for an individual to complete a specific role within your organization.

The Competency Assurance Program will provide you with a the framework for design and implementation of your organization's training and development program.





## ExTraining

### DURATION: 5 Days

Electrotechnical & Mechanical craftspersons who need to develop and demonstrate their competency in the selection, installation, inspection and maintenance of electrical and mechanical equipment in potentially explosive atmospheres, through an internationally industry recognised and certificated core competency validation scheme.

Subjects covered include: area classification; temperature classification; gas groups; dust protection; IP ratings; impact protection and other environmental influences; ignition sources; marking and identification; legislation; directives and standards; earthing; bonding; protection methods in detail; Ex'd', Ex'e', Ex'n', Ex'p', Ex'i', Ex'm', Ex'o', Ex'q'; dust protection by enclosure; wiring systems and glanding; installation, maintenance, inspection and testing.

### COURSE CONTENT

- Preparation and installation of Ex'd', Ex'e', Ex'n' and Ex'p' systems.
- Inspection and maintenance of Ex'd', Ex'e', Ex'n' and Ex'p' systems.
- Preparation and installation of Ex'i' systems.
- Inspection and maintenance of Ex'i' systems.
- Preparation and installation of apparatus protected by enclosure for use in the presence of combustible dusts.
- Inspection and maintenance of apparatus protected by enclosure for use in the presence of combustible dusts.
- Preparation, installation and de-commissioning of electrical installations at fuel filling stations.
- Inspection, test and maintenance of electrical installations at fuel filling stations.
- Preparation and installation of electrical installations within the water industry (Ex'd', Ex'e', Ex'n', Ex'p', Ex'i' and dust).
- Inspection and maintenance of electrical installations within the water industry (Ex'd', Ex'e', Ex'n', Ex'p', Ex'i' and dust).
- Preparation, installation, inspection and maintenance of mechanical installations in explosive atmospheres.

## Failure Mode and Effect Analysis (FMEA)

### DURATION: 2-5 Days

Potential Failure Mode & Effects Analysis (FMEA) is an established risk assessment methodology for systematically identifying the potential failure of a product or process to assess the impact of the failure, and develop an action plan so as to minimize the impact of the potential failure. FMEA is focuses on prevention, on both manufacturing and design processes. A well-developed and comprehensive FMEA is proven to greatly reduce the cost of poor quality. It is also an interactive process, which will continually improve the quality of both process and product.

The training aims to provide participants with an understanding of the methodology for developing FMEA & knowledge of implementing an FMEA System

### COURSE CONTENT

- FMEA – Getting Started
- Development of a Design FMEA
- Development of a Process FMEA
- Case Study on DFMEA/PFMEA

## Pumps and compressors overview

### DURATION: 10 Days

The course contains the construction and operation data as well and information about maintenance and optimization of pumps and compressors. The course at training uses the "Pumps and Compressors' virtual simulation.

### COURSE CONTENT

#### Pumps

- Pumps classification
- Pumps construction
- Centrifugal pumps
- Positive placement pumps
- Pump packing

#### Choosing the pump

- The pumps parameters
- The pumps characteristics
- Factors for choosing the pump

#### Cooperation of several pumps

- Parallel installed pumps
- Consistent installed pumps

#### Regulation of pumps parameters

- Throttle pump
- Bypass governing
- Correction of impeller's diameter
- Comparison of the regulation methods
- Total efficiency of pumping system
- Regulation by constant pressure drop
- Proportional regulation of discharge head

#### Pump Maintenance

- Installation
- Pumps servicing
- Launch preparation and pump launch
- Pumps work control
- Pump shutdown
- Pump exploitation requirements
- Maintenance system
- Pump failure
- Impeller pump failure
- Rotor pump failure
- Pump alignment with gearbox and electric motor

#### Compressors

- Types of compressors
- Reciprocating compressors
- Diaphragm compressors
- Stage compressor. Cooling
- Theory of reciprocating compressors

#### Rotary compressors

- Impeller compressors
- Screw compressors
- Centrifugal compressors
- Axial compressors

#### Air compressors systems

- The compressors management



## Technical Training Services

Techno-Training provides all types of personnel training and development services, and has a first class background in providing training to our clients such as:

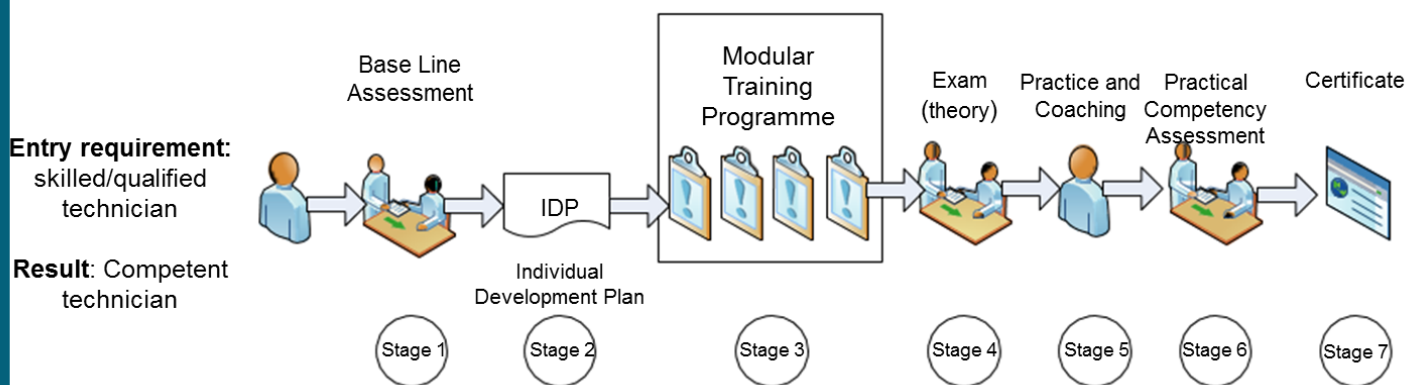
- **Classroom training** is instructor led and in addition to providing instructors that are subject matter experts Techno-Training also offers “Train the Trainer” programs for client employees so as to continuously ensure that our classroom training courses are being provided at the highest possible standard.
- **Simulation training** can be instructor led or self taught and involves the use of either generic stand alone modules or custom built field specific programs. Programs are run on standard PC's that can be networked together for more advanced programs.
- **Workshop training** builds on the skills learnt in the classroom and allows the trainee to develop practical skills under the supervision and instruction of qualified Techno-Training personnel.
- **Facility specific orientation** training can be provided by Techno-Training for your employees in advance of deployment to a new location within your organization. Training your personnel with insight into facility specifics in advance of deployment allows them to ‘hit the ground running’.
- **On-the-job training** addresses the transition from the safe environment of the classroom or workshop to the hazardous worksite environment. This is a critical part of the development process that allows the trainee to bring together knowledge and practical skills in a ‘real time’ environment. Through mentoring and supervision, Techno-Training instructors ensure that the trainee performs the task in a safe and timely manner. Gaps in knowledge or skills can be identified by Techno-Training mentors and programs developed to close them.







## Standard in-house technical training process



### Accelerated Technician Training Programmes (ATTP)

In case when the general standard/quality of the university and college education in the country of your operations is not sufficient for safe operations of your facilities by local employees Techno-Training can design and deliver Industry Familiarisation Programmes or Accelerated Training Programme for your personnel to fill the competency gaps and assure that you have a competent staff at work.

We can assist you with selection/recruitment of trainees for further training and development as Engineers or Technicians. Such familiarisation programmes will normally have the following aims and learning outcomes.

#### Aims:

The broad aims of the Industry Familiarisation Programme are to provide graduate recruits with an effective introduction to oil and gas production and processing operations and maintenance activities, and to allow your Company additional opportunities to assess the capability and aptitude of the recruits for further development.

#### Learning Outcomes:

On completion of the "Industry Familiarisation Programme", successful trainees will:

- Have a good understanding of the main processes and technologies involved in the production and processing of oil and gas and associated condensate,
- Have an appreciation of the challenges associated with maintaining oil and gas production & processing facilities and the different maintenance approaches that can be used,
- Have a good understanding of the main types of equipment used, the operating principles and routine maintenance required,
- Have had some exposure to the relevant skills needed to maintain equipment and facilities,
- Understand the need for rigorous HSE systems in this type of potentially hazardous industrial environment,
- Have had an opportunity to improve their Russian Language skills.

#### Why choose Techno-Training

Techno-Training instructors and consultants have a solid experience in planning, implementation and evaluation of an accelerated technician training programmes (ATTP) conducted at our clients' facilities.

Technicians can be employed by Techno-Training for a training period and will receive training in a variety of areas including site orientation, safety, systems operation, core technical subjects and intermediate tool-specific training. Performance based evaluations, using the Kirkpatrick model, will be used to measure the effectiveness of this training. Planning, implementation and evaluation of the curriculum will be carefully discussed with the Client. Our standard programme will cover training for 4 key disciplines – Process, Mechanical, Electrical and Instrument.

The programme will prepare technicians for entry-level employment with carefully designed career ladders for advancement, so high potential technicians can be promoted to Engineers Development Programme.



### **Competency Gap Analysis**

Techno-Training applies a number of methods to determine the knowledge and/or skills gaps for individuals or groups within your organization. Development of a training program based on gap analysis leads to effective use of your training budget and a motivated workforce where the benefits of their newly learned knowledge and skills can be immediately applied. This approach can be used for new employees who require training in the core skills or for experienced employees who need few additional courses for further career or technological advancement.

### **Curriculum Development**

Techno-Training develops all training programs based on gap analysis. Gaps in knowledge or skills have learning objectives, or competencies, assigned to them. The content of our programmes is developed with very clear learning objectives (behavioural) in order to assure the gap closure and, ultimately, lead to a more competent and motivated workforce in your company.

### **Competency Assurance**

Competency assurance applies both to individuals that are new to the job and to those that have been completing the task for a number of years. In Techno-Training we have resources to assess your personnel in their normal workplace environment to ensure that, when completing assigned duties, they have, and are using, the necessary underpinning knowledge and skills required by your company.

Each and every person within your organization has associated roles and responsibilities. It is only through a competent workforce that the goals of your organization can be achieved. Competency is a mix of:

- Knowledge to perform a task.
- Skills to complete a task.
- Work ethics and personal attributes, such as attitude, when completing a task.

Techno-Training can help your organization in both attaining and maintaining a competent workforce through:

- Competency Assurance Program Development.
- Train the Assessor Program.
- Train the Mentor Program.
- Supply of Workplace Assessors.

### **Competency Assurance Program Development**

Techno-Training builds a competency assurance program specific to the requirements of the client. We first do a task analysis and then develop a roadmap for each designated job function based on procedural and non-procedural competencies. The Competency Assurance Program standardizes the necessary competencies required for an individual to complete a specific role within your organization. The Competency Assurance Program will provide you with a the framework for design and implementation of your organization's training and development program.





### **Train the Assessor Programme**

Techno-Training provides client employees with the required knowledge, skills and tools, through its Train the Assessor Program, so as to empower them to become workplace assessors. Having your own in-house assessors is advantageous as they are the ones most familiar with the normal work environment, policies and procedures. The assurance of an individual's competency is most readily determined in their own normal workplace; the assessment occurs in 'real time' therefore minimizing the cost and disruption to your organization.

### **Train the Mentor Programme**

Techno-Training provides employees from your organization with the required knowledge, skills and tools, through our Train the Mentor Program, to become effective workplace mentors thereby maximizing the benefits of your on-the-job training programs. Key areas addressed in this program include adult learning, mentoring techniques, effective communication, gap analysis and reporting.

### **Supply of Workplace Assessors**

Techno-Training provides workplace assessors as part of our manpower services commitment to your organization. Many of our staff are multi-disciplined and are able to complete workplace assessment in addition to other services such as on-the-job mentoring or training instruction.





## HSE Courses

In order to ensure that your employees are trained and certified in accordance with the mandatory corporate and state legislation requirements Techno-Training is delivering comprehensive HSE courses offer. This training covers the industrial safety, electrical safety, and occupational safety in compliance with specific job requirements on certain facilities.

Our HSE courses are provided by the experienced and certified trainers and instructors authorized to deliver the required training, and holding appropriate documents and certificates.

All our HSE courses can be delivered in different languages (English, Spanish, Arabic and Russian).

Techno-Training instructors can help you conduct Hazard Identification and Risk Assessment in order to develop HSE training matrix and training programmes. We can also help you to train your internal HSE instructors.

Our HSE courses portfolio include courses in following areas:

- General HSE Courses
- Occupational Health
- Emergency Response
- Permit to Work System
- Confined Space Entry
- Lifting Operations
- Transport Driving
- Role Specific courses (NEBOSH Award and Certificate, HAZMAT, COSHH etc.)





## GENERAL HSE COURSES

### International Minimum Industry Safety Training (IMIST)

#### DURATION: 1-2 Days

This introductory safety training program is designed to introduce the fundamental safety elements of the oil & gas industry to new starts, giving an appreciation of the potential hazards and controls that might be encountered by personnel. It also ensures the knowledge and understanding of these basic safety elements are maintained and current amongst the existing workforce.

#### COURSE CONTENT

##### Introduction to the Hazardous Environment

- Hazard Awareness

##### Working Safely including Safety Observations Systems

- The Safety Structure in Oil and Gas Operations
- Safe Systems of Work (SSOW)
- Safety Observation Systems
- Personal Contributions and Responsibility for Safety

##### Understanding the Risk Assessment Process

- Risk Assessment

##### Tasks that Require Permit to Work

- Permit to Work (PTW)

##### Personal Responsibility in Maintaining Asset Integrity

- Asset Integrity

##### Using Manual Handling Techniques Every Day

- Manual Handling Hazards
- Manual Handling Controls and Mechanical Devices

##### Controlling the Use of Hazardous Substances

- Sources of Chemical Hazards
- Practical Controls for Chemical Hazards

##### Knowledge and Practices of Working at Height

- Working at Height Activities and Hazards

##### Being Aware of Mechanical Lifting Activities

- Hazards of Mechanical Lifting Operations

### Environmental Management System (EMS)

#### DURATION: 1-2 Days

This training course is designed for all employees who have an interest in or responsibility for the environment. This can include office workers, factory staff and construction workers etc. irrespective of grade or position. The course will cover the main requirements of ISO 14001 (Environmental Management System), and will cover a range of associated environmental issues, including: waste, pollution prevention, energy and carbon footprinting.

#### COURSE CONTENT

- Natural systems
- Biodiversity
- The need for better environmental management
- Legislation – main requirements
- ISO 14001
- Risk assessment – aspects and impacts
- Pollution prevention and control
- Waste management issues
- Energy conservation program
- Operational control

### Risk assessment and awareness

#### DURATION: 1-2 Day

This training programme has been designed to provide essential knowledge and understanding of health and safety for employees working in any sector of business, whether manufacturing, commerce, public sector or the service industries. Good health and safety standards rely on employers and employees working together to reduce risks and prevent accidents and ill health arising from work activities. Employers have a responsibility to provide safe and healthy workplace conditions as well as safe systems and methods for workplace activities. An essential element of your safe system is the knowledge and attitude of employees, and this demands proper training in the basics of health and safety, as well as specific training for individual tasks.

Upon completion of the course the participants will learn a good foundation in Health and Safety principles in the workplace enabling them to contribute to any Health and Safety management system implemented by the company. The syllabus is generic in nature - it sets out the principles of Health and Safety, but the training will be tailored to the background of the students.

#### COURSE CONTENT

- Work in a Safe and Healthy Manner and Contribute to Improving Health and Safety within an Organization's Policy
- Identify Key Hazards in their own Workplace
- Understand the Importance of Health and Safety Rules and Working Procedures
- Report Potential Health and Safety Problems
- Be Responsible for their own Actions



## OCCUPATIONAL HEALTH

### Basic First Aid

#### **DURATION: 1 Day**

At the end of this program the participants should be able to explain the role of first-aider, use personal protection to avoid cross infection, make general records of incidents and actions, assess the situation and circumstances in order to act safely, promptly and effectively in an emergency, administer first-aid to a casualty who is unconscious, administer cardiopulmonary resuscitation (CPR), administer first-aid to a casualty who is choking, administer first-aid to a casualty who is wounded and bleeding, administer first-aid to a casualty who is suffering from shock and provide appropriate first-aid for minor injuries (Including small cuts, grazes and bruises, minor burns and scalds, small splinters).

#### **COURSE CONTENT**

- Understanding the role of the first-aider including reference to:
- the importance of preventing cross infection
- the need for recording incidents and actions
- use of available equipment
- Assessment of the situation and circumstances in order to act safely, promptly and effectively in an emergency
- How to administer first-aid to a casualty who is unconscious
- How to administer cardiopulmonary resuscitation (CPR)
- How to administer first-aid to a casualty who is choking
- How to administer first-aid to a casualty who is wounded and bleeding
- How to administer first-aid to a casualty who is suffering from shock
- Huge fractures, electrical and chemical traumas, drowning, burns and intoxication
- Brooks Airways
- How to provide appropriate first-aid for minor injuries (Including small cuts, grazes and
- Bruises, minor burns and scalds, small splinters).

### Advanced First Aid

#### **DURATION: 3 Days**

Accidents and medical emergencies can happen anywhere at any time, and effective first aid can make the difference between life and death. Broad course offering advanced first aid and cardiopulmonary resuscitation (CPR) skills for those typically designated as a workplace first aid responder. Course covers a variety of topics from basic (circulation and breathing emergencies, and prevention of disease transmission) to advanced (sudden medical emergencies and injuries to the head and/or spine), including instruction dedicated to understanding workplace legislation and responsibilities.

At the end of this program the participants will be able to recognize all life-threatening situations, be able to offer vital assistance before more experienced help arrives, be equipped to teach others how to do CPR, be qualified as a workplace first aid person.

#### **COURSE CONTENT**

- Scene assessment
- CPR
- Chest pain (e.g. heart attack)
- Medical conditions (e.g. stroke)
- Major incidents
- Dislocations
- Broken bones
- Burns
- Poisoning
- Soft tissue injury
- Asthma
- Bleeding
- Environmental conditions
- Safety
- Identifying hazards



## EMERGENCY RESPONSE

### Emergency response team member (offshore and on-shore)

#### **DURATION: 5 Days**

Successful completion of this course will equip you to take on an emergency response role or enhance competence in your current role. Our five-day Offshore Emergency Response Team Member course combines fire training theory and practical skills. The focus is on responding to an emergency as part of a team.

#### **COURSE CONTENT**

##### **Theoretical**

- Breathing apparatus
- Casualty handling
- Closed containers
- Confined spaces
- Fixed systems/detection systems
- Gas characteristics
- Hazardous substances
- Hose handling/water protection
- Internal firefighting
- Pressure vessels
- Teamwork

##### **Practical**

- Breathing apparatus techniques
- Casualty handling
- Chemical incident including decontamination procedures
- Closed containers
- Confined space rescue
- Foam equipment
- Hose reels
- Incident stabilizations including cooling and isolation
- Internal/external firefighting involving class A, B and C fires
- Portable wheeled extinguisher units
- Vessel cooling - flame control

### Emergency response team leader (offshore and on-shore)

#### **DURATION: 4 Days**

This course is designed to meet the initial live practice onshore training and assessment requirements for Offshore Emergency Response Team Leaders, as identified in the UKOOA Guidelines for Competence and Training in Emergency Response, to enable them to join and lead offshore Emergency Response Teams for installation-specific duties, training and development.

#### **COURSE CONTENT**

##### **Theoretical**

- Leadership
- Legislation
- Stress

##### **Practical**

- Assessment exercises
- Mini exercises
- Table top exercises

### Basic fire fighting

#### **DURATION: 1 Day**

At the end of this program participants will have a working knowledge of combustion and be able to recognize a classification of fire, be able to select the correct extinguisher for use and be able to operate the extinguisher and safely extinguish a fire.

#### **COURSE CONTENT**

- Theory of Combustion
- What is Fire
- Fire Triangle
- Classification of Fire A, B, C, D, F
- Portable Fire Fighting Equipment
- Types of Fire Extinguishers
- Hose reel
- Fire Blankets
- Practical Exercise and demonstration of safe use of Fire Extinguisher





## ERP management

### DURATION: 2 Days

This course is ideal for either senior managers or new employees who may, in the course of their normal duties, be called upon to take up a position in their company's emergency response organisation. Alternatively, the course would suit anyone within the company who wishes to understand the principles of emergency response as it applies to industry.

At the end of this program participants will know how to prepare, write and test emergency plans that are appropriate to the risk that your organization is exposed to, learn how to identify hazards and prepare a comprehensive hazard register and establish an incident command system and ensure your communication lines between your team and external support groups are perfect.

### COURSE CONTENT

- Identify hazards
- Producing a framework for managing crisis
- Identifying and managing hazards
- Fires and explosions
- Total fire hazard management
- Natural disasters
- Organising for emergencies
- Route to successful emergency response
- The emergency organisation
- Emergency response teams
- Putting things together
- Emergency response exercises
- Crisis command and control
- Incident command hierarchy
- Incident command system principles
- Mobilisation and documentation
- Taking command
- Forward control tactics
- Emergency response centre
- Emergency response centre design
- Software for emergencies
- Incident investigation
- HR issues and communications
- Mission bow tie diagrams

## Accident/incident investigation

### DURATION: 1 –2 Day

At the end of this program the participants should be able to understand the need to investigate all incidents so that improved organizational learning opportunities are exploited to reduce the likelihood of recurrence, appreciate the different factors that can lead to an incident, including organizational, task and human factors, apply the correct definitions and terminology to all events, leading to greater consistency and accuracy of information for down stream analysis, explain incident investigation methodology that can equally be applied to engineering and other non-safety organizational related failures, explain the need for a structured and multi-faceted approach that should be proportional to the potential or actual risk involved.

This should reduce their chances of 'under' or 'over' investigating, appreciate the need for various disciplines to be involved in investigations, helping them to help the organization i.e. a synergy, assemble the correct tools for an investigation, reducing time delays due to lack of equipment, explain the need to quickly and effectively secure the scene, explain the value and importance of keeping an open mind and focusing on evidence gathering at this stage of an investigation, reducing the chance of inadequate investigation findings, get the best information from a witness, draw appropriate conclusions based on the root causes, carry out noncomplex investigations into the outbreak of fire, through effective investigation report writing skills delegates provide management with factual, evidence based information that will provide clear learning from the incident, produce clear meaningful recommendations, make a very persuasive argument when demonstrating these facts to others and carry out meaningful investigations.

### COURSE CONTENT

- Incident/accident investigation – why bother?
- Why incidents happen?
- Incident/accident definitions and the need to report and record accurately.
- Investigation methodology – getting to the root cause.
- Investigation Process.
- The investigation team.
- Investigation tools.
- Securing then scene.
- Gathering data – establishing the facts.
- Witness Statements.
- Analyzing the evidence.
- Fire investigation: similar process – different considerations.
- Reporting the findings.

## Oil spill response operator

### DURATION: 1 Day

Oil Spill Response Operator Course ensures your on-site personnel are ready to make a safe and effective initial response to any oil spill response incident. The course encompasses a broad range of information including personnel and site safety, the fate and effects of spilled oil, use of response equipment, response strategies, and waste management.

### Benefits:

- Improved skills of personnel responsible for initial on-site clean-up operations.
- Ensures local staff can undertake safe and effective assessments and escalate the response if required.
- Maximize the use of local OSR equipment and available personnel

### COURSE CONTENT

- Oil Spill Response Safety and Awareness
- Personal Protective Equipment / HSE Considerations
- Fate and Effects of Spilled Oil
- Containment Devices
- Types of Oil Recovery Devices
- River response techniques
- Shoreline / inland clean-up methods
- Waste Disposal & Management



## PERMIT TO WORK SYSTEM

### Oil spill response management

#### DURATION: 2 Days

Oil Spill Response Management course is designed to provide your key supervisors with the skills and confidence to take charge of the response to an incident and lead operational teams. The course encompasses a broad range of information including; introduction to the Incident and Command System (ICS), personnel and site safety, the fate and effects of spilled oil, selection and use of response equipment, response strategies, and waste management.

#### Benefits:

- Effective coordination of response.
- Correct decisions on response techniques and prioritized actions.
- Effective reporting to the overall spill management team.
- Efficient use of field resources.

#### COURSE CONTENT

- Cause, Effects and Fate of an Oil Spill
- Health, Safety and Environment Impact and Hazards
- Introduction to Incident Command System (ICS)
- Contingency Planning
- Oil Spill Response Options and Techniques
- Oil Spill Management
- Liabilities, Compensation & Insurance issues
- Media considerations
- Waste Disposal & Management
- Termination of the Response

### Permit to work system

#### DURATION: 1 Day

This is the basic level and applies to all personnel who use the PTW system for example Work Party Members, Fire Watcher, and Standby Person.

#### COURSE CONTENT

##### PTW System Overview

- Identify the objectives of the PTW system
- Identify PTW associated definitions
- Explain the PTW system organization and responsibilities
- Explain the various PTW forms, supporting documents and materials
- Describe the purpose of the PTW control points
- Identify the PTW system rules

##### Work Permit Procedure

- Describe the outline of the PTW process
- Explain the requirement of risk assessment
- Describe the PTW completion process
- Identify PTW control during work scope execution
- Describe the process when work is complete or suspended

##### Supporting Certificates and Documents

- Explain the supporting certificates and documents required to carry out specific tasks such as hot work, mechanical and electrical isolation, confined space entry, excavations.

### Mechanical/process isolation

#### DURATION: 2 Days

All employees working in and around moving machinery will at some time switch it off to perform cleaning, re-alignment or adjustments, changes to parts of the machinery, etc. In order to be confident that they are safely isolating the machine (in a mechanical context) this valuable course can be used to highlight the dangers, the issues they should be thinking about and also remind them of the best practices that should be applied when performing a mechanical isolation. It can also incorporate company-specific isolation procedures.

#### COURSE CONTENT

- Understand the legal issues associated with performing mechanical isolations
- Identify the dangers of moving machinery (electrical, mechanical, stored energy etc.)
- Explain the difference between switching off, isolating and locking off
- Describe how a mechanical isolation should be performed
- Successfully produce a written SOP (Safe Operating Procedure)
- Demonstrate an ability to apply best practice / company-specific procedures
- Correctly perform mechanical isolations in a range of industrial scenarios.



## CONFINED SPACE ENTRY

### Confined space entry

#### DURATION: 2 Days

At the end of this program the participants should be able to explain Permit to Work requirements for Confined Space Entry, list confined Space Entry pre entry preparation steps, explain Gas Testing requirement, list and explain specialist equipment required for vertical or horizontal access.

#### COURSE CONTENT

- Theory to build knowledge and understanding of confined spaces
- Awareness of the industry standard best practice for Confined Space Entry
- Permit to Work requirements for Confined Space Entry
- Confined Space Entry pre entry preparation
- Toolbox talks
- Gas Testing requirement and practices
- Overview of specialist equipment required for vertical or horizontal access
- Practical exercises in Confined Space Entry activities.

### Confined Space Entry Awareness with Breathing Apparatus

#### DURATION: 2-3 Days

The course will train delegates in the correct procedures to be followed before, during and after working in a confined space. They will also be made aware of the relevant regulations, how to test that gas and oxygen levels are suitable for entrance into a confined space and what measures to take in an emergency whilst working within the space. The course will also train delegates in the correct methods to make up, test and proficiently use self-contained breathing apparatus and rescue sets. The course is both theoretical and practical, during which delegates will be required to show their level of knowledge and understanding of the training programme content.

#### COURSE CONTENT

- Relevant regulations governing working in confined spaces
- Exposure limits, types of gases that may be encountered and precautions to be taken
- Identification of hazards regarding entrance to/working in and exiting a confined space
- Safe systems of work that should be implemented when working within confined spaces
- Recognition and understanding confined space permits, gas test certificates and task risk assessments
- Confined space control measures and how they should be implemented
- Different types of communication methods that can be used when working in confined spaces
- Use of an atmospheric monitor and how to carry out testing and monitoring of atmospheres
- Correct use of different types of equipment used in a confined space
- Equipment that can be used for a confined space rescue
- Different types of breathing apparatus used for working in confined spaces
- Familiar with the correct measures to be taken in the event of a confined space emergency
- Pre-use testing and using of self-contained breathing apparatus
- Restrictions of wearing self-contained breathing apparatus when working in confined spaces

### Confined Space Rescue

#### DURATION: 1-2 Days

This course will train delegates in the correct methods of planning, recognising and initiating rescue in the event of an emergency in a confined space. This course provides the legislative and regulatory requirements for the need for trained personnel to carry out a rescue in the event of such emergencies, by using a range of rescue equipment and techniques. The course consists of theoretical and practical sessions where delegates will be required to demonstrate their level of knowledge and understanding of the training programme content through theoretical assessment.

#### COURSE CONTENT

- Regulatory requirements for rescue
- The likely causes of an emergency
- Planning requirements, considerations and methods of rescue
- Importance of clear and concise communications
- The need to isolate systems in an emergency
- Rescue equipment
- Correct methods of casualty assessment, extraction and packaging according to the emergency
- Basic life support
- Casualty handling techniques
- Correct selection and use of firefighting equipment

#### Prerequisites

Delegates should hold a Confined Space Entry Awareness with Breathing Apparatus Certificate (or equivalent). All personnel will be required to confirm their medical fitness & physical ability to participate on this course by completing medical self-screening form prior to course commencement.





## Authorised Gas Tester level 1

### DURATION: 2 Days

This training programme is designed to meet the initial onshore training and knowledge assessment requirements for personnel preparing to work as Authorised Gas Testers. In addition to this, delegates will be made aware of confined space criteria, the hazards of operations within an oxygen deficient, toxic or flammable environment, the behavior of different gases and how to safely obtain a representative sample of the atmosphere. The course consists of both theoretical and practical sessions, during which delegates will be required to show their level of knowledge and understanding of the training programme content.

### COURSE CONTENT

- Confined space criteria and the hazards of operations within confined spaces
- The requirements for a suitable and sufficient risk assessment and using safe systems of work
- Working with and within the permit to work system
- How to interpret operational requirements
- The correct selection of PPE and RPE for the hazards faced
- The operating principles of atmosphere monitoring and measuring equipment
- The calibration requirements for gas detection and monitoring equipment
- The behaviour of different flammable and toxic gases
- The hazards and properties of different gases including oxygen deficient and enriched atmospheres
- Acceptable levels of flammable and toxic gases
- How to set up the relevant detector for each gas testing application
- How to obtain a representative sample of the atmosphere
- Where to site ongoing monitoring equipment
- How to interpret and document the results

## Authorised Gas Tester level 2

### DURATION: 2 Days

This training programme is designed to meet the initial onshore training and knowledge assessment requirements for personnel preparing to work as Authorised Gas Testers. In addition to this, delegates will be made aware of hot work and the production of flammable and toxic gases, the principles of hot work gas testing and how to take a representative sample of the atmosphere using the relevant detectors. The course consists of both theoretical and practical sessions, during which delegates will be required to show their level of knowledge and understanding of the training programme content.

### COURSE CONTENT

- Hot work and the production of flammable and toxic gases
- The principles of hot work gas testing
- The hazards and properties of flammable gases
- Using risk assessments and safe systems of work
- The implications of organisational and statutory requirements
- How to interpret operational requirements
- How to select, use and care for PPE and RPE
- How to work within the Permit to Work system
- Interpreting relevant operational instructions
- The operating principles of atmosphere measuring equipment
- The strengths and weaknesses of flammable and toxic gas detection equipment
- How to set up the relevant detector and confirm its correct functioning
- Locating sentinel styled equipment for optimum benefit
- How to correctly obtain a representative sample of the atmosphere being tested
- Gas detector pre-start checks
- Calibrating the instruments
- Detectors used for the flammable product
- Interpreting and documenting results

## Breathing Apparatus User

### DURATION: 1 Day

This course will train delegates in the correct methods on how to make up, test and proficiently use self-contained breathing apparatus. In addition to this, delegates will be made aware of the variety of factors which can impact the safe use and maintenance of SCBA sets and the variety of environments where SCBA equipment can be used and the impact of hazardous gases and changes in oxygen levels. The course consists of both theoretical and practical sessions, during which delegate will be required to show their level of knowledge and understanding of the training programme content.

### COURSE CONTENT

- The physiology of respiration
- The composition of air and the effect changes in this composition has on the human body
- A variety of hazardous gases and the effect these have on the human body
- The requirements and purpose of respiratory protection
- The main components of a self-contained breathing apparatus (SCBA) set
- Correct care and maintenance of a BA set
- Cylinder durations and the different categories they fall into
- Pre-use testing, operation and wearing of a SCBA
- Aware of the factors that affect air consumption and methods of air management

### Prerequisites

Due to certain aspects of the course being physically demanding and potentially stressful, delegates will be required to confirm their medical fitness & physical ability to participate on this course by completing medical self-screening form prior to course commencement



## LIFTING OPERATIONS

### Forklift operator basic course

#### DURATION: 2 Days

The forklift operator training course is designed give new forklift operators an understanding of the physics pertaining to forklifts; to give an understanding of the seriousness of operating a forklift; and to outline the responsibilities for operating a forklift. This program specifies basic knowledge and skill requirements needed for safe operation of lift trucks and their attachments.

#### COURSE CONTENT

- Basic Principles
- Fork Truck Classifications
- Company Policies & Procedures
- Operating Manuals
- Lift Truck Features & Safety Equipment
- Stability
- Capacity Plate & Location
- Pre-operational Inspection
- Ramps & Grades
- Personnel Lifting, Lowering & Supporting
- Elevators
- Workplace Specific Hazards
- Procedures for Shutdown / Leaving the Operator's Position
- Re-fuelling / Recharging

### Forklift operator (refresher)

#### DURATION: 2 Days

The refresher course is for those who have already attended a basic course and need to update their knowledge and perfect their driving technique.

#### COURSE CONTENT

- Basic Principles
- Fork Truck Classifications
- Company Policies & Procedures
- Operating Manuals
- Lift Truck Features & Safety Equipment
- Stability
- Capacity Plate & Location
- Pre-operational Inspection
- Ramps & Grades
- Personnel Lifting, Lowering & Supporting
- Elevators
- Workplace Specific Hazards
- Procedures for Shutdown / Leaving the Operator's Position
- Re-fuelling / Recharging

### Crane operator (refresher)

#### DURATION: 2 Days

The course is intended as refreshment training for experienced crane operators to revise the knowledge and competence to operate a mobile crane.

#### COURSE CONTENT

- Banksman hand signalling
- Radio procedures
- Load rating information
- Crane controls
- Crane safety equipment / features
- RCI
- Ropes, rigging, sheeving and accessories
- Outriggers
- Power-controlled lowering
- Logs/records
- Operating procedures [theory]
- Electrical hazards
- Operations with more than one crane



## TRANSPORT DRIVING

### Safe lifting operations

#### **DURATION: 2 Days**

At the end of the course, participants will learn how to carry out lifting operations in a safe and efficient way, implement legislative requirements to ensure a safe working environment and investigate crane accidents and implement preventive efforts.

#### **COURSE CONTENT**

- Legislations on Lifting Operation
- Roles and Duties of Personnel in Lifting Operation
- Safe Use of Mobile Cranes
- Planning for Safe Lifting Operations
- Safe Use of Tower Cranes
- Safe Use of Other Lifting Machines
- Basic Rigging and Slings Methods
- Lifting Accidents and Emergency Response
- MCQ Assessment
- Other Form of Assessment

### Defensive driving

#### **DURATION: 2 Days**

At the end of this program the participants should be able to explain the principles of Defensive Driving, use techniques and skills of reading ahead and identifying hazards, explain the limitations of relying on emergency control skills, conduct regular vehicle safety - checklist, driving position, tires and pressures, explain the relationship between reaction time, speed and stopping distances, explain what causes skids and vehicle instability, use maneuvers techniques, apply collision avoidance technique, explain road driving (Subject to Water Restrictions), explain journey management procedures and explain driving impairments and fatigue management major principles.

#### **COURSE CONTENT**

- The principles of Defensive Driving - how to minimize risks and improve driver's safety margin
- Hazard Detection - the technique and skill of reading ahead and identifying hazards
- Understanding the limitations of relying on emergency control skills
- Behaviors that will halve your crash risk
- Vehicle safety - checklist, driving position, tires and pressures
- Practical Activities - understanding the relationship between reaction time, speed and stopping distances
- Vehicle dynamics - understanding what causes skids and vehicle instability
- Key road laws - how much can you rely on road laws to keep you safe - practical interpretation
- Evaluation of drivers and their use of the controls including gears (auto & manual), brakes and steering
- Selected maneuvers conducted at Freeway/Highway type speeds in safe environment
- Risk-taking and the consequences
- Slalom and cornering maneuvers concentrating on vision placement skills, smoothness, balance and vehicle dynamics
- Collision avoidance training
- Wet road driving (Subject to Water Restrictions)
- Revision of defensive and protective systems
- Journey management procedures
- Driving impairments and fatigue management

### Off-road driving

#### **DURATION: 1 Day**

This course will be of most value to those with little or no 4x4 driving experience. It's suitable for business drivers who need to drive off-road occasionally as part of their job, for example, to access remote locations. It provides basic information, guidance and tuition for those unfamiliar with off-road driving with a clear focus on the principles and practice of driving safely and responsibly in an off-road environment.

#### **COURSE CONTENT**

The full-day course emphasizes the health and safety aspects of driving off-road and comprises:

- An interactive workshop to introduce the types of 4x4 systems available, how to ensure your safety and the safety of others, vehicle and journey preparation and the principles of negotiating typical off-road terrain.
- Demonstrations with a qualified off-road instructor who will illustrate key principles of off-road driving.
- Practical 'behind the wheel' tuition, enabling the delegates to practice the techniques themselves including gradients, slopes, rough terrain, mud and water.
- Each delegate receives individual feedback on their performance and a certificate if they complete the off-road course successfully.





## ROLE SPECIFIC

### NEBOSH Award in Health and Safety at Work

#### DURATION: 5 Days

Classroom based.

The NEBOSH Health & Safety at Work Award is a 3 day course aimed at anyone who needs to understand the principles of health & safety as part of their role including:

- Team Leaders/ Supervisors
- HR professionals
- Facilities Managers
- Those working with young people in a training environment

The NEBOSH Award in Health and Safety at Work has been developed to be "broadly comparable" to a vocationally related qualification (VRQ) at level 2 in the Qualifications and Credit Framework (QCF) (comparable to GCSE standard).

#### COURSE CONTENT

The course consists of two units: 'Workplace Safety Foundations' and 'Workplace Risk Assessment Activity'.

"Workplace Safety Foundations" covers the foundations of health & safety including:

- Responsibilities for health & safety
- The principles of risk assessment and control
- Hazards and controls in the following areas: work equipment, transport, electricity, fire, manual handling, hazardous substances and the working environment

Assessed by a 1 hour, 40 question, multiple choice test paper

"Workplace Risk Assessment Activity" requires candidates to complete a 1 hour practical workplace risk assessment to demonstrate:

- The abilities to identify workplace hazards
- Determine the adequacy of existing controls
- Make prioritised recommendations for additional controls
- Determine an appropriate review date

Candidates need to successfully complete both units within a two year period to obtain the overall qualification.

### NEBOSH International Certificate in Health and Safety at Work

#### DURATION: 10 Days

Classroom based.

Who should attend?

- Health and safety managers and advisors
- Anyone with health and safety responsibilities

#### COURSE CONTENT

- Identify hazards and recommend remedial action
- Investigate accidents and near misses
- Recommend cost-effective measures to prevent accidents
- Ensure best-practice and compliance with health and safety legislation
- Understand roles, responsibilities and behavioural risks
- Build awareness and provide health and safety advice

What are the benefits?

- Qualified Health and safety professionals within your organisation
- Reduce accidents and illness at work and cut related costs
- Industry and customer recognition of health and safety best practice
- Employee confidence in improved working environment

### Safe Handling of Hazardous Materials (HAZMAT)

#### DURATION: 1 Day

At the end of this program the participants should be able to explain what the Material Safety Data Sheet contain, and why, explain the hazards posed by various hazardous materials, explain the principles of safe handling and management and list exposure scenarios and including relevant emergency actions.

#### COURSE CONTENT

- Chemical properties & the hazards
- Principles of safe handling and management
- Workshops on exposure scenarios and including relevant emergency actions.



## Hazard Analysis and Critical Control Points (HACCP)

### DURATION: 2 Days

The Aim of this Programme is to impart to the trainees the skills and knowledge required to become competent when implementing and maintaining a HACCP system in the workplace where particular foods are prepared as required by EU Legislation.

### COURSE CONTENT

- What is HACCP
- Benefits of HACCP
- Overview of HACCP
- Irish Standards and COP's
- Seven principles of HACCP
- Definitions
- Developing a HACCP System
- Effective controls
- Keeping Records and Documentation
- Monitoring Procedures
- Review of Food Safety Management System
- Action plan for implementation

## Control of Substances Hazardous to Health (COSHH)

### DURATION: 1 Day

The main objective of the COSHH Regulations is to prevent or control exposure to substances which are hazardous to health and covers the Regulations in sufficient depth to enable delegates to carry out or assist in risk assessment.

This course is suitable for all employees (e.g. Managers, Supervisors, Engineers and Safety Representatives) who may be actively involved in compliance with COSHH.

After successfully completing the course delegates will be better able to identify the requirements of the COSHH Regulations, recognize the implications and requirements of COSHH and apply them in their own workplace and carry out simple risk assessments and recognize when specialist support is needed

### COURSE CONTENT

- Occupational ill-health and disease
- What substances are hazardous - recognition and inventory
- The meaning of hazard and risk
- Making an assessment - a practical exercise
- Control strategies
- Storage transport and disposal
- Information, instruction and training
- Introduction to monitoring techniques/ health surveillance
- Keeping records

## Warehouse management system

### DURATION: 2 Days

Upon completion of the course participants will be able to understand the basic organizational data related to Extended warehouse management, describe the major processes and functions in Extended Warehouse Management (EWM), describe the EWM Master Data integration with the ERP system and understand the EWM documents used in the inbound, outbound and warehouse processes.

### COURSE CONTENT

- Management of warehouse fundamentals: Space and time (labor hours)
- Storage policies: dedicated and shared, and their use
- Warehouse analytics: how to discover opportunities for improvement through data-mining
- Pallet operations and layout
- How to size and stock a forward area for split-pallet picks
- How to size and stock a forward area for split-case picks
- Order-picking in high-volume and in low-volume environments
- Benchmarking warehouse performance
- Maintaining inventory accuracy
- Warehouse Management Systems
- Issues and trends in automation



## Fire watch

### DURATION: 0.5 Day

Every year, many workplace fires occur as a result of hot work – cutting, welding and other work that generates heat and sparks – being done without an adequate fire watch in place. Most – if not all – hot work incidents are completely preventable. A fire watch, conducted properly, is one of the most important ways to keep workers safe during hot work and prevent damage and destruction to property. This course covers the role and responsibilities of the fire watcher.

### COURSE CONTENT

At the completion of this training session, the participants will be acquainted with the following information:

- The facility's Fire Prevention Plan
- Know the duties and responsibilities of a fire watch
- Recognize and eliminate potential fire and explosion hazards
- Describe the principles of fire chemistry
- Accurately complete a hot work permit
- Inspect and utilized the proper type of fire extinguisher and extinguishing agents
- Utilize the appropriate type of closing and personal protective equipment
- Activate the alarm and warning systems in the event of an emergency
- Implement engineering controls to reduce and eliminate fire explosion potential
- Demonstrate the accurate operation and calibration of gas monitoring instruments

## Vessels under pressure

### DURATION:

This program is designed to train personnel serving vessels working under pressure over 0.07 MPa. Objectives of the course is to provide knowledge and skills on safe working methods and techniques of work in servicing vessels working under pressure and auxiliary equipment, rational organization of workplaces and compliance with safety regulations, occupational safety and fire safety in the workplace. By the end of training, each student should be able to independently perform all the work, provided the qualification requirements, technological conditions and standards established by the company.

### COURSE CONTENT

- Containers operating pressurized water with a temperature above 115 ° C, or other non-toxic unexploded liquids at a temperature above the boiling point at a pressure of 0.07 MPa (0.7 kgf/cm<sup>2</sup>)
- Vessels working under pressure, steam, gas, toxic, highly explosive liquids in excess of 0.07 MPa (0.7 kgf/cm<sup>2</sup>)
- The cylinders are designed for transporting and storing compressed, dissolved and liquefied gases under pressure over 0.07 MPa (0.7 kgf/cm<sup>2</sup>)
- Tanks and drums for the transport and storage of compressed and liquefied gases having a vapor pressure at temperatures up to 50 ° C higher than the pressure of 0.07 MPa (0.7 kgf/cm<sup>2</sup>)
- Tanks and vessels for transporting or storing compressed, liquefied gases, liquids and granular materials in which the pressure above 0.07 MPa is created periodically for emptying
- Hyperbaric chambers

## Electrical safety rules

### DURATION: 1 Day

Designed to give an understanding of safe operation techniques on low voltage systems. The course provides examples of mandatory paperwork, legislation and safe isolation procedures.

### COURSE CONTENT

- HSE and Electricity at Work Regulations
- Electrical Safety Rules EA/082
- LV Switching Operations
- Earthing of LV Electrical Equipment
- Safe Working Practices
- Competency & Assessment of Electrical Personnel (LV)





## Working at heights

### DURATION: 1 Day

At the end of this program the participants should be able to explain the legislation issues related to work on height, explain hierarchy of fall protection, list fall factors, use equipment, use Fall arrest techniques, use PFP equipment, use anchors and connectors, explain rescue planning and organization, use horizontal rescue techniques, use vertical rescue techniques, implement casualty management techniques and utilize suspension trauma.

### COURSE CONTENT

- Hierarchy of fall protection
- Work positioning
- Fall arrest & suspension trauma
- Safe system of work
- Use, selection and inspection of work restraint & fall protection equipment
- Overview of rescue from height
- Rescue plan assessments & preparation
- Demonstration & practice of ascending & descending
- Use of specialist rescue from height equipment
- Practical exercises of height rescue
- In depth theory session on suspension trauma and treatment



## Core Business Skills Courses

### Core Business Skills

*Core Skills are behavioural competencies, or people skills, which include proficiencies such as skills of communication, conflict resolution and negotiation, personal performance, creative problem solving, strategic thinking, team building, influencing and selling.*

While your technical skills may get your foot in the door, your people skills are what open most of the doors in your future. Your work ethic, attitude, communication skills, emotional intelligence and a whole host of other personal attributes are the soft skills that are crucial for career success.

With these soft skills you can excel as a leader. Problem solving, delegating, motivating, and team building are all much easier if you have good soft skills. Knowing how to get along with people and displaying a positive attitude are crucial for success.

The problem is that the importance of these soft skills is often undervalued and there is far less training provided for them than for hard skills. For some reason, organisations seem to expect people know how to behave on the job. They tend to assume that everyone knows and understands the importance of being on time, taking initiative, being friendly, and producing high quality work.

That's why it's so important to focus as much on soft skills training and development as you do on traditional hard skills.

#### The Soft Skills Gap – Do You Have One?

When your workforce has lots of technical skills but an absence of soft skills, you have a soft skills gap. Core skills are what accompany the hard skills, and help your organisation use its technical expertise to full advantage.

Whenever you are unable to capitalize on the wealth of knowledge, experience and proficiency within your team, then you should be assessing the level of communication and interpersonal skills that are present in your organisation.

The workplace has evolved an interpersonal dynamic that can't be ignored. The acts of listening, presenting ideas, resolving conflict, and fostering an open and honest work environment all come down to knowing how to build and maintain relationships with people. It's those relationships that allow people to participate fully in team projects, show appreciation for others, and enlist support for their projects.



## Core Business Skills

Development of such general skills like behavioural, business literacy or execution skills that can be utilized in all business areas is also a critical process and one of the main types of training in the Company for example, "The Value Chain of the Oil & Gas Industry", "Decision and Risk Analysis", "General Financial Terms" etc.

All our courses can be delivered for our corporate clients in "in-house" model. We recommend this option as most efficient, so different courses can be combined in blocks in order to maximise the effectiveness. In this case course content will be adopted to your Company requirements.

### Effective communication skills

#### DURATION: 2 Days

At the end of this program the participants should be able to recognize different styles of communication and how to adapt their communication style and method to create understanding and rapport with others. They will learn how to reflect on different methods of communication and decide when each is most suitable, to appreciate the role of body language and voice tone in effective communication and to communicate their message in an effective and engaging way for the recipient.

#### COURSE CONTENT

##### Effective business communications

- Forms and methods of communications
- Process of communication
- Appreciating different communication styles

##### Communication styles

- Appreciating different communication styles, identifying own communication style and preferences
- Adjusting to other communication styles

##### Preparation and beginning of communication

- First impression , effective methods of beginning the communication
- Barriers in communication
- "Reading" behavioral patterns of opponent.

##### Necessary skills for successful communication

- Evaluation of communicability
- Techniques of active listening
- Algorithm of polite refusal
- Constructive criticism

##### Nonverbal communications

- Voice tone and projection
- Body language

##### Business negotiations

- Important aspects of business negotiations
- Decision making in negotiations

##### Effective presentations

- Contact with the audience and the form of its setting
- Mistakes in holding presentation
- The methods of persuasion

##### Stage of completion of business communication

- Actions after completion of business communications

### Effective presentation skills

#### DURATION: 3 Days

At the end of this program the participants will develop their public speaking skills using techniques and methods of

- Structuring and technical design information,
- Work with the audience,
- Tracking own congruence.

#### COURSE CONTENT

##### The overall ranges of presentation

- Presentation – tool of persuasion
- Three focuses of attention
- Model "AIDA"

##### Conditions of effective presentations

- Presentation skills
- Focus of attention – to yourself, to the audience
- Confidence in public speech

##### Technology of preparing for presentation

- Presentation targets
- Time management
- Two stages of preparation: script and production

##### Preparing a script

- Plan of the presentation
- The modular design of the speech
- Creating a slide show

##### Image and first impression

- Appearance and confidence
- Assertiveness in work with the audience

##### Directing the slide show

- Three key principles of slides
- Graphic design
- Symbols and terms in the presentation

##### Non-verbal presentation

- Non-verbal components
- Gestures expression
- Postures and movements
- Working with voice

##### Presentation management

- Basic errors and ways of correction it in presentation
- Questions and Answers in presentation
- Feedback skills

##### Analysis and evaluation in presentation

- Special approaches to the audience
- Analysis of the data
- Work on errors

### Time management and planning

#### DURATION: 3 Days

At the end of this program the participants will gain the ability to gain a substantial increase in performance, a greater awareness of the importance of time in achieving business targets, a clear understanding of your personal and work-related time wasters, an awareness of the importance of prioritising in their day-to-day work and each delegate will take away an action plan, to improve their time management and personal effectiveness, which they can put into effect immediately after the course.

#### COURSE CONTENT

##### Strategic Approach In Time-Management

- Meaning and value of time
- Identifying own values
- With what the management time starts?

##### Commitment Of Time Management

- What is own strategic goals is and How them truly define?
- Practical exercises to defining of strategic goals

##### Own Performance In Time Management

- How analyze own time?
- Self-discipline barriers and solving the problems

##### Planning In Time Management

- Which instruments necessary to use for efficiency day planning?

##### Factors Which Influence To Performance Of Planning

- Elimination measure of "nuisance factors"
- How to draw up the tolerance for stress?
- What is influenced to performance of work during day time?

##### Time Management Instruments

- How gain the knowledge to control own time?
- Questions of delegation tasks

##### Arrangement Of Time Management System In Company

- What the command and cooperative time management is?
- Troubleshooting of time management in company





## Stress management

### DURATION: 2 Days

Participants will develop skills that reduce the impact of psychological risk and develop stress tolerance behavior through:

- Developing principles and techniques of stress management;
- Stress resistance skill development and effective "nonstress" behavior in a situation of moral hazard effects;
- Work out the methods of anti-stress teamwork;
- Using tools of effective personnel management at heightened emotional stress.

### COURSE CONTENT

#### Stress in the work of management.

- Basic concepts.
- Level of stress resistance.

#### Stress forming factors and in the activities and how to work on them

- Stressors in the work of manager.
- Anti-stress psychological climate in the company.
- Methods of removing stress tension in the work.

#### Time management as a method of managing stress

- Working with the goals and values.
- Effective planning.

#### Individual means of protection from stress.

- Positive thinking as a basis for prevention and reduction of stress influence.
- Search for internal resources for stress relief.

#### Anti-stress elements in the system of personnel management.

- Choice of optimal balance: work\rest.
- How to effectively support each other: interaction skills in the team as a method to prevent stress
- Prevention of "burn-in" employees.

#### Methods of preventive maintenance of stresses

- Exercise of a relaxation,
- Auto-training

## Effective negotiations

### DURATION: 3 Days

#### AT THE END OF THIS COURSE THE DELEGATES WILL BE ABLE TO:

- Communicate in a more persuasive manner with colleagues and individuals
- Handle difficult situations
- Develop more effective and creative working relationships
- Explain complicated ideas in a manner which aids understanding and increases the likelihood of success
- Apply the fundamental principles of negotiation strategy to their day-to-day communication
- Use enhanced persuasion skills to act as an opinion shaper amongst their colleagues
- Identify their own preferred influencing style and use it to encourage people to change their behavior willingly
- Negotiate effectively by turning conflict into agreement for a win-win outcome.

### COURSE CONTENT

- Developing Your Communication Skills
- Defining communication and the communication process and your personal communication style - self-analysis/skills audit
- Effective Interpersonal Communication
- Non-verbal communication and body language - using it to strengthen your position
- Identifying and overcoming barriers to effective communication
- Positive and Assertive Communication
- Saying 'yes' when you should be saying 'no'
- Expressing your ideas in a direct and effective manner
- Contributing at meetings and gaining cooperation from others
- Persuasive and Influential Communication
- Expressing your views, ideas and requests with confidence
- Ensuring your communication is clear, concise and easily understood
- Active and effective listening processes
- Effective questioning skills
- Difficult Situations - Communicating with Confidence
- Creating a positive impression when dealing with senior colleagues
- Communicating difficult or sensitive messages and minimizing conflict
- An introduction to Effective Negotiation
- Defining your negotiation style and inter-team negotiating skills
- Persuasion and assertiveness and the art of compromise
- Getting agreement and setting fall-back positions
- How to use integrative bargaining to gain a win-win outcome

## Facilitation Skills & Leading Effective Meetings

### DURATION: 3 Days

#### AT THE END OF THIS COURSE THE DELEGATES WILL BE ABLE TO:

- Gain increased confidence when planning and facilitating
- Facilitate different group situations
- Prepare for any eventuality
- Accommodate various learning styles
- Use effectively visual aids: flip charts, power point and slides
- Encourage participant involvement
- Plan a focused meeting
- Prepare an efficient agenda to keep meeting discussions focused
- Use facilitation techniques to encourage a wide range of views on discussion topics
- Use ground rules and definition of purpose to start off the meeting in the right mind-set
- Assign action items and make follow-up plans to conclude a meeting
- Keep the discussion on track while managing an appropriate meeting pace

### COURSE CONTENT

Whatever your training experience, it is always worth considering alternative approaches to engage and enrapture your audience. Developing your facilitation skills can really help. Handling and effectively facilitating diverse and sometimes difficult groups can be challenging and taxing. That's why having a range of facilitation skills techniques and exercises will increase your confidence and the impact of the sessions you facilitate. By the end of the facilitation skills training programmed you will feel energized, confident and will be equipped with new techniques and skills as a facilitator, to enable you to deliver effective and successful courses in any field.



## Effective teamwork

**DURATION: 2 Days**

**AT THE END OF THIS COURSE THE DELEGATES WILL BE ABLE TO:**

- identify the key characteristics of the team, catalysts and barriers for synergetic team working;
- determine own strengths and talents in the team; describe own preferred role when working in a team;
- device those factors that a critical to the team's success and focusing on planning the task ahead;
- contribute to high impact team meetings, whether this is as a team member or as a team leader/project manager;
- positively manage the sources of potential conflict situations.

### COURSE CONTENT

#### The concept of team

- The term "Team", Which collective is a team?
- The principles of team work

#### Mechanism of team formation

- Phases and processes of team creation
- Psychological factors of creation
- The formation of a common vision
- Formation and types of project teams
- The impact of own behavioral style on team formation

#### Roles in team. The importance of team leader

- Roles in the team, Model of management roles, Team roles by the concept of Belbin
- Influence of team leader
- Determine own strengths and talents in the team, Determine own preferred role when working in a team

#### Conditions of effective teamwork

- Which factors affects the efficiency of team work, Phases and levels of team development
- Formation of team spirit

#### Communication of team. Problems and solutions

- Functions of the conflict in the team
- How to resolve conflicts in a team
- Real problems, algorithm of solutions
- What can provoke a split in a team

#### Effective team meetings

- Guidelines for preparations and holding of meetings; Handling the problematic situations
- Group exercise to develop recommendations to overcome the difficulties in the preparation and holding of meetings

#### Organizational / Corporate culture of a team

- Which standards exist in the work of the team, and what influences their formation
- Environment of teamwork
- Corporate culture, components of corporate culture
- Practical work on analysis of corporate culture

## Introduction to Oil and Gas Business

**DURATION: 3 days**

This introductory course will take the participant through the progression from geological concept through drilling the exploratory well to the production phase. It will assist participants in knowing the principals and tools to be used in exploring, drilling, developing and producing oil and gas for deeply hidden reservoirs.

This course is designed for almost all the personnel working for an oil company including fresh graduates, junior geoscientists, and petroleum, drilling and production engineers, drillers, foremen, operators and administrative staff.

### COURSE CONTENT

- History of the Earth
- Petroleum Geology as
- History and Geopolitics of the oil industry
- Uses for Oil and Gas
- The Big Picture
  - ◇ Upstream
  - ◇ Midstream
  - ◇ Downstream
- Exploration and Production
  - ◇ Exploration
  - ◇ Appraisal
  - ◇ Development
  - ◇ Production
- Economics
- Safety, Health & Environment
- Unconventionals
- Alternatives & The Future
- Health, Safety and Environment
- Oil and Gas Fields your region

## Introduction to Finance and Budgeting

**DURATION: 2 days**

A budget is a plan that outlines an organisation's financial or operational goals. It is an action plan; it helps a business allocate resources, evaluate performance, and formulate plans. Understanding the importance of budgeting is the first step in successful financial planning.

**AT THE END OF THIS COURSE THE DELEGATES WILL:**

- Have an insight into finance and understand the terminology and language that is commonly used
- Be comfortable in managing a budget and know some of the basic techniques involved
- Understand key principles used by the University to ensure good financial controls and governance.
- list four ways that budgeting can benefit in their work
- identify two different approaches to budgeting
- describe five commonly used budgeting methods

### COURSE CONTENT

- Understanding Financial Statements
- Analysing Financial Statements
- Understanding Budgets
- Budgeting Made Easy
- Advanced Forecasting Techniques
- Managing the Budget
- Making Smart Purchasing Decisions
- A Glimpse into the Legal World



## Effective Business Writing

### DURATION: 2 Days

All staff who are required to prepare quality written material or reports as part of their day to day activities.

Starting from first principles this practical and interactive business writing skills course will give you a thorough grounding in writing for business, and the skills required producing documents to the highest standard.

Staff at all levels of any organisation need to be able to write high quality reports, proposals, letters, emails, memos and minutes. Producing clear, effective and professional written communications is one of the ways for an organisation to make a great impression and to differentiate itself from the rest. It's all too easy to ruin your reputation with poor communication.

### PARTICIPANTS WILL LEARN HOW TO:

- Choose the most appropriate method of communication for the situation
- Produce clear, concise, easy to read documents
- Write with impact and capture the reader's attention
- Save time on unnecessary re-work
- Use the principles of good written communication
- Gained increased confidence in your ability to write well
- Avoid common grammar and punctuation errors

### COURSE CONTENT

- Key principles of written communication
- Report writing in business
- The stages of writing
- Writing a winning proposal
- Making writing compelling
- Avoiding common grammar and punctuation errors
- Writing effective emails

## Interview and Selection Skills

### DURATION: 3 Days

This practical Interview and Selection Skills training course will provide individuals with guidance in the skills and techniques essential to conducting a successful selection process.

The interview and selection of the right people is essential to the success of every team and organisation; however, the process of interview and selection is costly both in terms of time and resources, particularly if the wrong decision is reached. It is critical that the right candidate is appointed first time.

### PARTICIPANTS WILL LEARN HOW TO:

- Understand the process from vacancy identification to filling the position with a successful candidate
- Be able to create a recruitment strategy for a specific position
- Identify the skills required to conduct successful interviews
- Use a clear and effective interview structure
- Apply the techniques of competency-based interviewing
- Prepare for, and conduct, a successful recruitment interview
- Understand the steps to follow during the interview evaluation and follow-up

## Professional Administration Skills

### DURATION: 2 Days

This course is aimed at staff who provide administrative support to teams or senior staff.

This course is aimed at staff who provide administrative support to teams or senior staff. It provides them with tools to organize themselves and others more effectively, handle day to day communications and manage conflicts.

### PARTICIPANTS WILL LEARN HOW TO:

- Use different communication skills – phone, e-mail, face to face
- Establish rapport
- Provide and obtaining information
- Assertiveness
- Deal with emotional responses and complaints
- Structure and organizing schedules effectively
- Prepare and pre-work
- Use tools and templates effectively – Planners, Word, Excel





## Management Development

### Leadership and Management Development

At Techno-Training we have a range of short-term and a modular programmes that can equip “first time” team leaders and supervisors as well as experienced managers with the tools they need to perform as highly efficient leaders.

All our programmes provide real examples of best practice in other industries around the region and wider business environment. It also gives them a forum in which to explore and discuss issues within management community in a risk free environment with their peers. This is an important part of the programme as it helps build relationships among our cadre of current and future leaders.

One of the important steps towards realizing the company goals is finding the talented managers and their further professional development. The system of leadership development provides for identifying the skills required by company managers, evaluation of the current potential, identifying strong and weak points and opportunities available for the contenders to develop their professional qualities as required by the Company.

Our modular programmes can include basic subjects and skills of leadership and management, covering a range of essential behaviours and skills required by leaders in the industry while further modules can include more advanced topics such as strategy, project management, managing performance etc. The programme can also include business simulations and ongoing coaching sessions.

Management training and Leadership development is a long-term investment and we recommend to develop an internal corporate programmes to grow and develop managers within the organisation. We can assist you with drafting the programme, delivering training, providing coaching to your staff and facilitating teambuilding events and development forums for your Talent pool or HR reserve.



## Building and managing team effectively

**DURATION: 3 Days**

This course is designed for anyone who wants to learn how effective teams operate and how they as team members can contribute to the growth and development of high performing teams.

This course aims to inspire even the most diverse team to work together and deliver success. This includes individual and team development. Development of a high performance team that functions well within the organizational framework.

### COURSE CONTENT

- How teams grow and evolve through five stages of team development
- Creating team direction and purpose
- Develop team commitment to a shared vision.
- How to enhance collaboration and cooperation
- How to contribute to the creative problem solving process
- Learn how to deal with difficult people.
- How to make teams more cohesive and unified
- Manage team dynamics to minimize conflict
- How to build trust
- Establish team goals, roles, responsibilities to ensure that teams and individuals meet key performance indicators
- Balance the team — task vs. relationship.
- Balance process (task) with people (relationship).
- How to make effective team decisions and plans
- How to become more involved and have more impact in the team environment
- Use a SWOT analysis to assist with planning and goal-setting
- Run focused and efficient team meetings that have set outcomes

## Problem-solving & decision making

**DURATION: 2 Days**

Being able to make decisions and solve problems effectively is a necessary and vital part of the job for every employee. This course is designed to improve delegate's decision-making skills by addressing problems using specific tools and processes to find the right solutions to most situations.

### AT THE END OF THIS COURSE THE DELEGATES WILL BE ABLE TO:

- Understand the steps of effective problem solving system
- Use the analytical techniques in each step
- Recognize the vital role communication plays at each step
- Ask questions in order to stimulate communication at each step
- Understand the anatomy of problems and why they persist
- Confront problems to prevent future stress
- Distinguish between the causes and effects of problems
- Label a problem to facilitate discussion and analysis
- Find a problem's root cause
- Brainstorm optional solutions
- Evaluate optional solutions to decide on the most workable strategy
- Formulate action plan to implement the chosen solution
- Apply the concept to real-life problems as they occur in the future.

### COURSE CONTENT

- Concept of effective problem solving & decision making
- The decision-making process
- Decision-making styles
- Attributes of an effective decision maker
- Ethical decision making and problem solving
- The characteristics of problems
- Problem identification
- Problem labeling
- Problem cause analysis
- Identifying alternative solutions
- Developing appropriate decisions
- Action planning & implementation

## Providing constructive feedback

**DURATION: 2 Days**

After attending this program, participants will be better able to set and implement processes for establishing shared understanding about what is to be achieved. Delegates will also learn how to manage and develop people towards a more aligned and effective performance.

### COURSE CONTENT

- Concept of people performance management
- The link between culture and performance
- Performance management methodologies & tools
- The Link of people competencies with performance
- Setting performance objectives
- Preparing performance plans
- Motivating people to deliver optimum performance
- Measuring and monitoring performance
- Assessing performance
- Conducting performance appraisal sessions
- Handling disagreements
- Creating a personal training and development plan
- Linking people performance with T&D, C&B and other related issues
- Pitfalls in people performance management and how to avoid and deal with them



## Conducting effective interview

**DURATION: 2 Days**

The course is designed for those who have responsibility for the selection of individuals know that success rests primarily with the quality of employees. The interview is one of the most important recruitment tools.

By the end of this program the participants will gain a clear understanding of all aspects of the recruitment process. They will understand the need for a structured approach to interviewing, the use of effective interpersonal skills, and knowledge of behavioral interviewing techniques, to ensure they select quality employees for their organization.

### COURSE CONTENT

- The Recruitment Process
- The Main Steps In Successful Recruitment
- Preparing To Recruit
- Defining The Role - Competencies / Job Descriptions / Person Specifications
- How To Maximise Your Advertising Scope
- Screening Applicants
- Planning The Interview Process
- Types Of Interviews
- Arranging The Interview
- Skills For Successful Recruitment
- Preparing For The Interview
- Building Rapport
- Understanding Body Language
- Listening Actively
- Questioning Skills
- Types Of Interview Questions
- Structuring The Interview
- Competency-Based Interviews
- Interview Role Plays
- Post-Interview Procedures & Follow-Up
- How To Retain An Employee Once They Have Been Appointed
- Transfer Of Learning Into The Workplace

## Emotional intelligence essentials

**DURATION: 2 Days**

By the end of this program the participants will gain greater control of their emotions, and therefore their communication style, greater understanding of others' feelings, and the ability to lead them with success, improved relationships in their personal and professional life, through higher Emotional Intelligence, lower levels of stress as a result of greater understanding of their emotions and those of others, increased self-motivation and a goal-oriented mindset and ways to develop and apply Emotional Intelligence in their workplace.

### COURSE CONTENT

#### What Is Emotional Intelligence (EI)? Understanding Yourself & Emotional Intelligence

- Your Feelings & Emotions
  - Emotions Diary
- #### Why Do We Need Emotional Intelligence?
- Emotional Intelligence In The Workplace
  - Emotional Intelligence & Career Success
  - The Benefits Of Emotional Intelligence
- #### Dimensions Of Emotional Intelligence
- Self-Awareness
  - Self-Management
  - Self-Motivation & Effective Stress Management
  - Social Awareness (Empathy)
  - Relationship Management

#### Emotional Intelligence - Self Evaluation (Questionnaire)

#### Emotional Intelligence & Leadership

- 'Who Am I As A Manager?' (Internal & External Dimensions)
- Goal Setting - Planning & Achieving Personal Ambitions

#### Emotional Competence Framework & Best Practice Within The Workplace

#### Future Learning: Developing Your Emotional Intelligence

#### Your Contract For 'Personal Change'

## Essential supervisory skills

**DURATION: 5 Days**

At the end of this program the participants will learn to identify the most important functions of supervisors; the testing tools and technologies to improve the effectiveness of supervisors; how to develop and improve management skills (including assessment of staff, delegation of tasks, motivation, management of non-standard situations); to develop mentoring and literacy skills to effectively give feedback.

### COURSE CONTENT

#### Supervisor's major functions

- What are the skills required for effective work of a supervisor?
- Notions of management and supervisors, basic functions.
- Analysis of a supervisory and manager's self-competence

#### Management targeting

- Target definition skills of a manager.
- Significance of an effective target definition.
- Target definition tools.

#### SMART tool

#### Planning skills

- Graphic Tools for Planning.
- Training of operational planning skills
- Notion of comprehensive planning

#### Staff management skills

- A team and a leader notions
- «Leadership» function in management
- Leadership skills required for a manager
- Basic notions of conflict management

#### Skills to motivate staff

- Material and non-material motivation;
- Management style as a factor in motivating employees;
- balance of stimulus and anti-stimulus

#### Supervisor and teamwork

- Literacy skills mentoring;
- Bilateral process of delegating tasks;
- Coordination. Skills effectively in a team meeting

#### Business management skills

- "Organization" function of management
- Function of organizational arrangement in management
- 4 spheres of management

#### Control function.

- Manage personal effectiveness of employees;
- Criteria and forms of control;
- Errors of Control function;
- Individual approach in monitoring.

#### Professional upgrading plan

- Ratio of "skills" and "competence"
- Projection of personal upgrading of a Supervisor's competence





## Conflict management

### DURATION: 3 Days

The purpose of this course is development of the business conflicts' management skills.

### COURSE CONTENT

#### Conflict's components

- Conflict's formula
- Advantages and disadvantages of the conflicts

#### Main reasons of conflict

- Reasons causing a conflict
- Conflicts reasons' "Iceberg"
- Conflict's classification

#### Types of the Conflict. Conflict's development stages

- Three types of conflict
- Role of the conflict situations' analysis

#### Organizational conflict

- Job description's quality
- Rules and norms of behavior in the companies

#### Business conflict

- Labor management's level
- Economic and psychological methods of the team management

#### Interpersonal conflicts in business

- Repugnance conflict
- Interpersonal conflicts' nature

#### Conflict Management technique

- Conflicts' resolution strategies
- Interpersonal conflicts' negotiation
- Conflicts' preventive measures
- Conflicts' management special methods

## Strategic thinking

### DURATION: 2 Days

By the end of this program participants will gain the opportunity to clarify their own understanding of strategy and how it can work for them, a clear assessment of where their organization is in the strategic-tactical balance, and where they want it to be, identification of the key strategic issues confronting their organization, the ability to practice different strategic analysis tools to help understand their strategic environment and learn how to design, plan, and implement effective strategic change projects.

### COURSE CONTENT

- What Is 'Strategy Planning'?
- Origins Of Strategy & Tactics
- Differences Between Strategic Planning & Tactical Planning
- Strategic Thinking & Planning: The Helicopter View
- Assessing Your Organization's Strategic Process
- The Strategic Planning Process
- Creating A Strategic Process
- Strategic Teams
- Strategic Timelines
- Strategic Management
- Strategic Vision, Mission & Values
- Seven Stages Of Planning & Implementing Strategy
- Strategic External & Internal Analysis
- The Tools & Techniques For Undertaking External Analysis
- Scenario Planning
- Uncertainty-Importance Grid
- The Tools & Techniques For Carrying Out Internal Analysis
- What Is Strategic Thinking?
- Principles Of Creative Thinking
- Creative Vs Analytical Thinking
- Brainstorming
- Improving Creative Thinking
- 'Idea Spurring' Questions
- Motivating Employees To Accept & 'Buy In' To New Strategy
- Implementing The Strategic Plan
- Monitoring The Strategic Plan Implementation
- Problem Analysis Tools To Examine Implementation

## Change management

### DURATION: 3 Day

This program is designed for senior managers, managers and other personnel who are currently responsible for managing change within their organization.

By the end of this program participants will gain the knowledge and confidence to manage change within their organizations, understand the pressures and opportunities of change and how people react differently to it, learn how to initiate, anticipate, and respond positively to the change process and learn to manage and overcome the resistance to change.

### COURSE CONTENT

#### Understanding Change

- What Changes Are Coming?
- Generation Y, Technology, Working Conditions, Etc.
- Theories Of Change
- Categorising Types Of Change
- The Phases Of Change

#### Managing During Change

- Impact Of Change
- Stages Of Transition
- The Psychological Stages Of Change
- Shock
- Resistance
- Rejection
- Resolution
- Acceptance
- Integration
- 'Buy-In'
- Developing Anticipatory Change
- The Roles Involved In Change
- The ADKAR Model & Its Application
- Potential Problems
- Action Planning

#### Overcoming Resistance To Change. Change & You

- The 'Nature Of Change' Pattern
- Communicating Change
- Applying Change Communication To Your Team

#### The Change Manager's Checklist. The Eight Step Process Of Successful Change.

#### Skills Of The 'Change Agent'.



## Coaching essentials

### DURATION: 3 Days

There is no more effective way to train and / or develop someone than by the application of the coaching process.

By the end of this workshop delegates will have realized the power of coaching. Coaching is an essential skill to help motivate and define responsibilities of personnel.

Delegates will understand, and have practiced, the key stages and skills of coaching. Delegates will be able to introduce a new 'coaching culture' to their teams and organization.

Plenty of opportunities are given for practicing the skills in a 'risk free' environment, ensuring more effective implementation on returning to work.

### COURSE CONTENT

- Coaching, Mentoring, Training: The Differences
- The Benefits Of Coaching
- The 'DEVELOPER' Coaching Model
- The Skills & Qualities Of An Effective Coach
- The Questions A Good Coach Should Ask
- Objective Setting
- Coaching Styles
- Identifying Ability Levels Of Staff
- The Techniques Of Coaching
- Feedback & Review
- The Key Stages Of Coaching
- Preparation & Planning For A Coaching Meeting
- The Pitfalls Of Coaching & How To Avoid Them
- Role Plays - The Full Coaching Process

## Certificate in leadership and management

### DURATION: 5-10 Days

The Certificate in Leadership & Management Skills has been designed to develop the leadership and management skills of practicing or aspiring first line managers.

### COURSE CONTENT

#### Leading High Performing teams

- **Understanding Leadership**  
Learn leadership styles and qualities and review your own leadership qualities and potential.
- **Understand How to Build Effective Teams**  
Understand how to build, develop and maintain effective working relationships.

#### Achieving Objectives Through Effective Management

- **Planning and Allocating Work**  
understand how to plan and allocate work in the workplace whilst learning how to improve team performance by delivering a plan.
- **Understanding, Organizing and Delegating in the Workplace**  
Understand how to organize people and delegate to achieve workplace objectives.
- **Understanding the Communications Process in the Workplace**  
Understand the nature, importance and methods of the communication process in the workplace, whilst being able to assess your own effectiveness in communication.

#### People and Performance

- **Understanding how to Motivate and Improve Performance**  
Study the factors that influence motivation and how a theory of motivation can be used to improve performance levels.
- **Understanding Conflict management in the Workplace**  
Learn how to manage conflict, identify its causes and explain the effects that conflict has on performance at work
- **Understanding Performance Management**  
Know how to manage performance of individuals and teams whilst understand the value of assessing performance to meet organizational and individual needs.

## Certificate in coaching

### DURATION: 6 Days

This qualification is suited to those who are practising or potential team leaders and first line managers. It equips you with a range of coaching skills that may be used immediately and practically as part of your normal work role.

Throughout the program it is aimed to enable the participants to assess their own ability to use interpersonal communication skills to give effective feedback to learners, enable them to use and evaluate a range of learning resources to support, monitor and record safe and effective coaching and enable them to plan, organise, undertake, monitor and review their own coaching performance.

### COURSE CONTENT

- The Certificate in Coaching is a concise qualification made up of three mandatory units which introduce the key aspects of coaching in the workplace.
- In the first unit, 'Understanding good practice in workplace coaching', the role of the workplace coach is explored. Here participants assess their own ability to use a variety of interpersonal communication skills when giving effective feedback to learners.
- In 'Organising workplace coaching' participants look at the range and value of different learning resources to support safe and effective coaching, alongside practical skills in how to monitor and record learner progress.
- In the final unit of the award participants plan and organise workplace coaching sessions, undertaking coaching and then monitoring and reviewing their own workplace coaching performance.



## Development of your corporate Leadership/Management Competency Framework.

At Techno-Training we believe that it is necessary to identify the gaps in skills and knowledge in order to develop a training programme that is relevant, cost effective and delivers a proven competent workforce.

The chances of successfully creating a competent workforce are greatly enhanced if the training is based on a thorough analysis of all work activities and requirements. This analysis is a process that will result in a skills definition for a specific job or position.

### What is a competency framework?

A Competency Framework is a model that broadly defines the blueprint for 'excellent' performance within an organisation or sector. Generally the framework will consist of a number of competencies, which can be generically applied to a broad number of roles within the organisation or sector.

Each competency defined must be relevant to the organisation or sector, and use clear language to associate it with in the broader context of its placement. For a competency framework to be successful, all employees must be able to understand what 'excellent' job behaviour looks like and how that has been defined within their roles, department and organization. This common understanding becomes the benchmark against which the performance of an individual, team, project, or the organization is assessed.



### Developing competency frameworks

Techno-Training can help you design holistic competency frameworks embracing all positions and job levels within your organisation. Furthermore, the framework is designed to support and underpin key business processes including (but not limited to):

- Effective recruitment and selection of new staff.
- Effective performance evaluation.
- Identification of skill gaps that result in professional training and development.
- Succession planning.

We have extensive experience of developing bespoke competency frameworks, including:

- Single frameworks which span a whole organisation from top to the bottom
- Frameworks which are built around a high values/brand content - to drive culture change
- More technical frameworks which link to recognised qualification
- Frameworks which link into recognised external competency sets

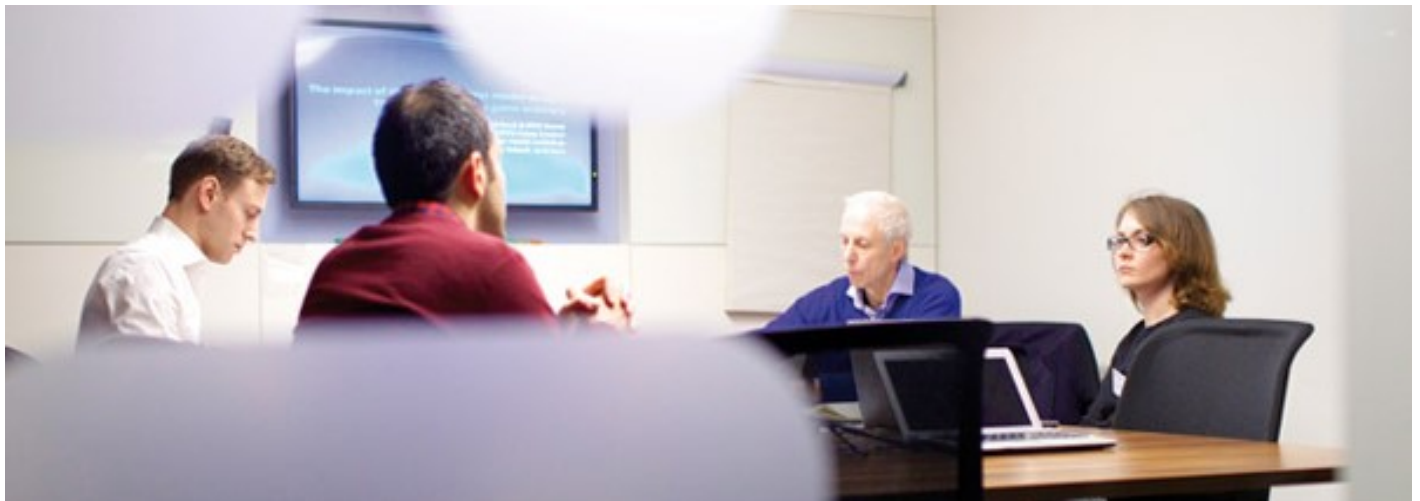


## Development of corporate Management Development Programmes

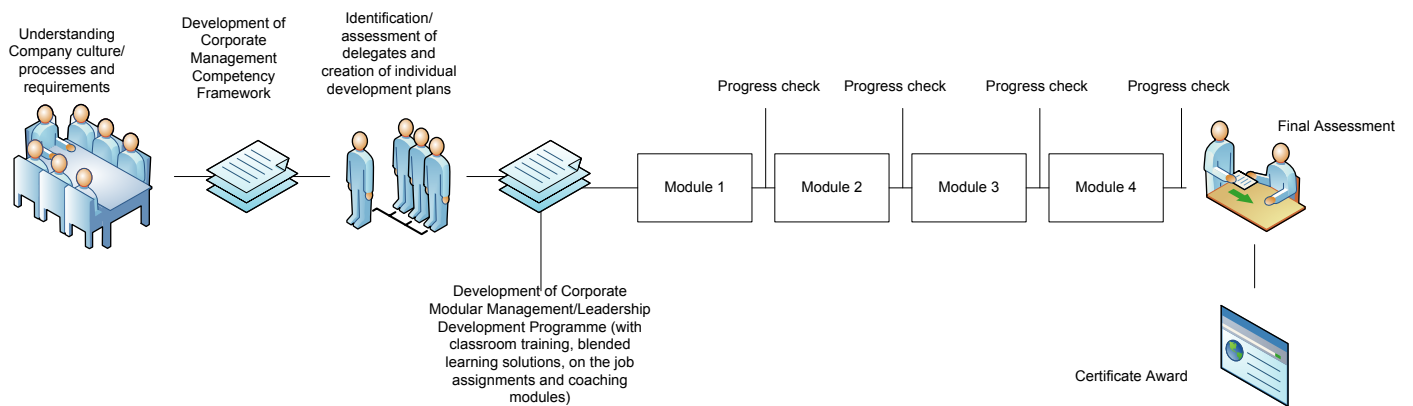
Managing involves the planning, organisation, co-ordination and implementation of strategies, programmes, tactics and policies in respect of people, resources, information, operations and finance. Management development interventions may therefore cover any or all of these areas, depending on the level and nature of the management role as well as other factors such as the stage of the individual's career.

Techno-Training can help your organisation to establish a structured process of Management Development by which managers can enhance their skills, competencies and/or knowledge, via formal or informal learning for the benefit of both managers and your Company's performance.

Development of managers will help your Company to sustain their performance at the highest levels possible is a particularly crucial element of wider organisational learning strategies.



New managers have unique needs. They are making a critical transition into a position of greater responsibility and this change requires developing a number of competencies quickly. Designing a new manager training program requires a clear understanding of the skills participants will need to succeed in their new roles.



Techno-Training can help you with designing your corporate Management Development Programme for achieving the right learning outcomes for your new manager training programme, including those for effective coaching, training program roll-out, and training evaluation.

We also can help you to determine the right content and methods for your programme. We can also provide you a team of qualified leadership trainers/instructors and coaches for implementation of your in-house management training programme.





## Other Disciplines

### Training Programmes for Support Functions

We have a big portfolio of off-the-shelf courses for support functions, and any of these courses can be adapted to your company or project requirements in order to maximize your ROI (Return of Investments) in training.

Our current training offer have courses in following subjects:

- Project management
- Risk management
- Finance foundations
- Procurement and Supply Chain Management
- HR and Training
- Cost Control for Capital Projects



## Foundation of project management

**DURATION: 3 Days**

This program is designed for managers and staff, from a broad spectrum of industries, involved in different types of project work. It teaches the fundamentals of managing any project.

Delegates will learn how to manage and coordinate projects. In the current fast moving business environment, crisp project controls are essential if expensive blunders are to be avoided. Learn the techniques and procedures that reduce risk, cut down on stress, and utilize the strengths of others. You will also come to appreciate and understand the importance of people as a key resource in project management.

### COURSE CONTENT

What Is A 'Project'?  
 What Is Project Management?  
 Project Stakeholders  
 Project Success Factors  
 Stages Of A Project  
 The Project Charter  
 Project Purpose  
 Setting Objectives  
 Project Feasibility  
 Project Cost

- ROI (Return On Investment)
- ARR (Annual Rate Of Return)
- PV (Present Value)
- FV (Future Value)
- NPV (Net Present Value)
- IRR (Internal Rate Of Return)

Assessing Constraints  
 Identifying Project Risks  
 Project Sign Off  
 Project Planning  
 Listing Activities: Work Breakdown Structures (WBS)  
 Committing Resources  
 Project Time Management

- Calendar View
  - Network Diagrams
  - Gantt Charts
  - Critical Path Analysis
- Project Risk Management
- Probability
  - Impact
  - Estimated Monetary Value (EMV)

Project Execution  
 Project Control Management  
 Project Cost Management

- Earned Value
- Project Quality Management  
 Project Close-Down  
 Introduction To Computer-Based Project Tools  
 Negotiating Basics In Projects  
 Project Management Quiz

## LEAN awareness

**DURATION: 2 Day**

This awareness course enables delegates to understand the benefits of lean for their organization; the key lean principles, tools and techniques and how to approach implementation.

Delegates will learn the key principles of quality improvement, the key lean principles and the focus on waste elimination, also customer value, value streams and waste, the key lean tools and techniques and approach to implementing lean in their organization.

### COURSE CONTENT

- Introduction
- Quality improvement PDCA and DMAIC models
- 5 Lean principles-Lean Thinking Game
- 7 deadly wastes
- Customer value; value add , value enabling and non-value add
- Value streams and value stream mapping
- Key Lean tools and techniques
- Getting started
- Lean leadership and culture

### Certification

Completion of all elements of the Lean Program will enable delegates to attend the Lean Six Sigma Practitioner course and, having completed the exam and a suitable project, become a certified Lean Six Sigma Green belt.

## Foundation of risk management

**DURATION: 2-3 Days**

This program is designed for managers, senior managers, directors, financial controllers, auditors and executives.

By the end of the program, participants will be able to explain the essentials of Enterprise Risk Management (ERM), identify the risks that are derived from people, processes and systems and their impact on operational, environmental and financial elements, anticipate problems before they become a threat, improve risk-based decision making, link risks with the business planning process and identify a range of techniques that can be used to support management in making appropriate decisions.

### COURSE CONTENT

#### Enterprise Risk Management (ERM) and Its Evolution

Evolution of ERM  
 Benefits of ERM  
 The Platform of ERM

- Physical Risk
- Operational Risk
- Financial Risk
- Sales Risk
- Strategic Risk

#### ERM Framework

- Categories: Strategic, Reporting, Financial, Life, Compliance and Operations
- Components: Internal Environment, Objective Setting, Event Identification, Risk Assessment, Risk Response, Control Activities, Information and Communication and Monitoring

#### The 6 Categories

##### Strategic

- Strategic Planning Model (ABCDE)

##### Reporting

- Risk Identification

##### Financial Risks

##### Life and Life Safety Risks

##### Compliance

- Discrimination

- Non-GAAP Compliance

##### Operations

- Environment (External and Internal)

#### The 8 Components

##### Internal Environment

##### Objectives Setting

##### Event Identification

##### Risk Assessment:

- The Black Swan Challenge
  - Quantitative versus Qualitative Analysis
- Risk Response  
 Control Activities  
 Information and Communication
- Monitoring

**Train the trainer****DURATION: 5 Days**

By the end of the program, participants will gain a clear understanding of the meaning and value of 'effective training', certain tools / techniques to assist with their training delivery, so they can make an immediate start when they return to work, the opportunity to design, practise and evaluate training sessions in a supportive and challenging environment and a comprehensive knowledge of group training and practical skills, which will give them confidence in their ability to help people learn and develop.

**COURSE CONTENT**

- The Learning Organization
- Training Effectiveness
- Justification For Training
- A Systematic Approach To Training
- Identifying Training Needs
- Conducting A Training Needs Analysis
- How People Learn
  - > The Main Ways Of Learning
- The Importance Of Effective Communication
- Use Of Questions In Training
- Giving & Receiving Feedback
- Individual Presentations
- Designing Training
- Effective Openings
- Writing Clear Training Objectives
- Group Dynamics
- Dealing With Problem Participants
- Group Training Techniques
- Activity-Based Learning
- Using Visual Aids To Enhance Training Sessions
- Seating For Success
- Preparation For Day Three
- Interactive Training Sessions To The Group
- Stop - Start - Continue - What Needs To Be Changed?
- Training Evaluation
- How Effective Is Your Training?
- Kirkpatrick's Levels Of Training Effectiveness
- Transfer Of Learning To The Workplace
- Action Planning

**Budgeting essentials****DURATION: 2 Days**

By the end of the program, participants will gain a greater confidence from senior management, fellow managers, and subordinates by demonstrating budgeting competence, firm knowledge of budget terminology and techniques, an ability to make meaningful contributions to the company's budget process and many practical techniques which will take the 'mystery' out of the budgeting process.

**COURSE CONTENT**

- Benefits Of Budgeting
- Components Of The Master Budget
- Sales Budget
  - > Current Year Projections
  - > How To Create A Sales Plan
  - > Forecasting Pitfalls
  - > Sales By Month
- Budgeting For A New Business
- Justifying Headcount
- Different Budget Approaches:
  - > Zero-Based Budgeting
  - > Top-Down
  - > Bottom-Up
  - > Rolling / Continuous
  - > Flexible Budgets
- Steps To Creating A Budget
- Budget Templates For Unit Managers
- Production And Raw Materials Budget
- Payroll And Headcount Budget
- Budgeting For Fixed And Variable Expenses
- Budgeting For Contingencies
- How To Choose A Fiscal Year
- Proforma Income Statements
- Cash Budget
- Capital Budget
- Investment Appraisal Techniques
  - > Payback Period
  - > Average Rate Of Return (ARR)
  - > Present Value
  - > Internal Rate Of Return (IRR)
- Budget Reviews And Variance Analysis
- Budgeting For Projects
  - > Estimation Techniques
  - > Earned Value Management

**Finance for non-financials****DURATION: 5 Days**

By the end of the program, participants will gain a greater credibility with customers, distributors, and others who expect an understanding of financial matters to feature in any business negotiation, a knowledge of the financial data required to make better business decisions, an ability to read behind accounts and hold your own at any finance meeting and a much clearer understanding of the importance of good financial control in your company or organization.

**COURSE CONTENT**

- Understanding Key Financial Statements
- The Profit & Loss Account
- The Balance Sheet
- Cash Flow Statement & Forecast
- Interpreting Financial Statements
- Ratio Analysis
- Horizontal & Vertical Analysis
- Costing Decisions
- Cost Types
- Break-Even Analysis
- Pricing Decisions
- Mark-Up Vs. Gross Margin
- Pricing Strategies
- Budgeting Approaches & Variance Analysis
- Sources Of Finance
- Investment Appraisal Techniques
- Payback Period
- Average Rate Of Return
- Discounted Cash Flow
- Net Present Value
- Internal Rate Of Return
- Other Factors Affecting Investment Decisions



## Contract management and administration

### DURATION: 5 Days

By the end of the program, participants will be able to identify the major activities and steps of contract administration, identify administration tools and the roles of the contract administrator, recognize the main contractual provisions and appreciate their effects on the implementation and management of future contracts, understand the importance of knowing contractual terms and conditions, demonstrate the importance of partnership and negotiation in contract administration, explain the different types of claims, damages and liabilities and identify Alternative Dispute Resolution (ADR) and ways to resolve claims.

#### Principles of Contracts

- Objectives and Definitions
- Contract Framework
- Elements of a Contract
- Difficulties Encountered in Contract Administration

#### Contract Administration Major Steps

#### Contract Administration Tools

- Key Principles
- Knowing Your Contract
- Contract Provisions Affecting Implementation
- Tools & Techniques for Contract Administration
- Information Needed for Administering a Contract
- Developing Schedule and Cost Plans

#### Contractor Evaluation

- On-Going Assessments
- Evaluating Contractor's Performance
- Managing Contracts in Progress
- Performance Reporting
- Status and Progress Reporting
- Performance Indicator

#### Claims and Disputes

- Breach of Contract
- Types of Damages
- Force Majeure
- Changes and Variation Orders
- Claims and Extensions
- Contract Closeout Lessons Learned: How, Who,
- Disputes
- Arbitration
- Contract Termination

#### Partnership with Contractor

- Strategic Alliance
- Objectives of Partnership
- Elements of Partnerships
- Advantages and Disadvantages

#### Negotiation

## Advanced Certificate in Leadership and Management

### DURATION: 10 Days

The **Advanced Certificate in Leadership and Management** suite of qualifications covers a **comprehensive** range of foundational **middle management skills**, helping participants to achieve the level of knowledge and expertise necessary for a position at this level.

### COURSE CONTENT

#### Compulsory Units

- Understanding the Management Role
- Developing the Reflective Manager
- Managing Improvement
- Making a Financial Case
- Developing the Manager as a Critical Thinker
- Leading Innovation and Change
- Developing Management Skills
- Becoming an Effective Leader
- Managing Individual Development

#### Non-Compulsory Units

- Managing Stress and Conflict in the Organisation
- Communication in Management
- Understanding the Organisational Environment
- Understanding Organisational Culture and Ethics
- Managing Customer Relations
- Managing for Efficiency and Effectiveness
- Understanding Financial Management
- Managing Projects in the Organisation
- Managing a Healthy and Safe Environment
- Managing Resources
- Managing Information
- Managing Meetings
- Managing Recruitment
- Managing Marketing
- Conducting Work Analysis
- Analysing and Interpreting Statistics to Inform Management Decisions
- Conducting Operations Research
- Analysing and Presenting Data to Inform Management Decisions
- Managing Facilities
- Making Professional Presentations
- Leading Teams

## Managing Training and Development

### DURATION: 5 Days

The learning and development function can help plan and shape a workforce to meet ever changing business needs and there is a clear link between learning, motivation and the achievement of corporate goals. To do this successfully, the function need effective, efficient administration. This course provides you with the practical skills to proactively manage the training, learning and development function in your organisation.

### AT THE END OF THIS COURSE THE DELEGATES WILL BE ABLE TO:

- Conduct a needs assessment to identify and establish priorities regarding training and development activities
- Develop/select and implement employee training programmes (for example, leadership skills, computer skills) to increase individual and organisational effectiveness
- Evaluate effectiveness of training programmes through the use of different metrics
- Develop/select and evaluate performance appraisal process (for example, instruments, ranking and rating scales, relationship to compensation, frequency)
- Develop, implement, and evaluate performance management programmes and procedures (for example, goal setting, job rotations, and promotions)

### COURSE CONTENT

- Career development and leadership development theories and applications
- Organisational Development theories and applications
- Training programme development techniques to create general and specialised training programmes
- Training methods, facilitation techniques, instructional methods, and programme delivery mechanisms
- Tasks/process analysis
- Performance appraisal methods (instruments, ranking, rating scales etc.)
- Performance management methods (Management by objectives (MOB), job rotations, promotions)
- Techniques to assess training programme effectiveness
- E-learning
- Learning and Competency Management Systems





## Manpower planning and selection

### DURATION: 5 Days

Ensure you recruit talent with the right capabilities, skills and behaviours, using good practice procedures in order to meet business needs, with this vital three day course.

Manpower planning and selection is a highly effective course providing an overview of the recruitment, selection and resourcing process, including preparation for, and practical experience of, conducting interviews. This practical course provides you with the essential tools for different recruitment and selection methods, explains the legal context of recruitment and selection, and how to select appropriate recruitment channels. The group discussions and role-play will enable you to understand how best to construct job descriptions and person specifications, and ascertain suitably effective induction processes

Manpower planning and selection is suitable for HR support roles, or if you're looking to become involved in recruitment, selection and resourcing talent.

### AT THE END OF THIS COURSE THE DELEGATES WILL BE ABLE TO:

- Explain the factors that affect an organisation's talent planning, recruitment and selection policy
- identify appropriate recruitment and selection methods
- contribute to the recruitment and selection interviewing process for a job role
- demonstrate an understanding of the importance of effective induction.

### COURSE CONTENT

- Talent planning, recruitment and selection policies: attracting talent; the benefits of attracting and retaining a diverse workforce
- The recruitment and selection process: key elements
- Equal opportunities: dealing with subjectivity, diversity and good practice; major legal issues in recruitment and selection
- Compiling a job description, person specification and writing competencies
- Interviewing skills: preparing questions and questioning techniques; structuring the interview
- Practicing your interviewing and selection skills: role playing a selection interview
- Making a decision: arriving at soundly-based selection decisions; evaluating candidates at shortlist stage and after interview; feedback to unsuccessful candidates
- The importance of effective induction: the basics of an induction process.

## Competency-based recruitment

### DURATION: 5 Days

Focus on how to express competency requirements, measure and select job applicants, with this two day course.

Competency-based Recruitment focuses on how to express competency requirements, attract people who meet those requirements and then select the candidates who are the most competent or have the potential to be so.

Competency-based Recruitment is suitable for HR professionals or line managers with recruitment responsibilities or recruitment specialists requiring an overview of the competency-based approach to recruitment and selection.

### AT THE END OF THIS COURSE THE DELEGATES WILL BE ABLE TO:

- assess the advantages and limitations of a competency based approach to recruitment
- define competency requirements in a way that could be used in recruitment
- design an interview framework based on competencies
- search for, recognise and judge evidence of competence in an interview
- structure an assessment centre based on competence.

### COURSE CONTENT

- Competencies and approach requirements
- What difference it may make to the way you attract and select staff
- Examples of competencies
- Links to the business, the culture and People management and development systems
- Framing your competency framework for recruitment
- Advertising for competent people
- Designing your selection processes
- Stereotyping and gender issues
- How to select or create competency-based assessments
- Identifying potential
- Identifying, recording and judging evidence of competence
- Planning the next steps towards a recruitment approach.

## Procurement and Supply Chain Management

### DURATION: 5 Days

This course with workshop offers the opportunity to build a strategic approach to the procurement of goods and services and contract management across your organisation - ensuring a more structured system is effectively developed, adopted or enhanced. Strategic procurement supports stronger supplier and contractor management capabilities by promoting a wide corporate approach. By limiting unilateral tendering and piecemeal approach to management of contracts, it also eliminates the dangers of lack of due diligence and potential malfeasance.

The workshop will cover the key aspects of a procurement strategy and how this should be managed corporately with linkage to the overall service and financial planning process within the organisation. The strategic perspective will also encompass an understanding of contract termination and the resultant impact not only on the service or supply chain but also for the organisation and the service providers or contracting organisations.

### AT THE END OF THIS COURSE THE DELEGATES WILL BE ABLE TO:

- Explain the opportunities arising in the international marketplace with the rapid expansion of business process outsourcing
- Use different the options available to safeguard against the non-performance of contracts
- Apply various your contract negotiation skills
- Develop an organisational procurement strategy and link this with the strategic financial planning process

### COURSE CONTENT

- The background underpinning procurement policies
- Implement the latest developments in procurement policies including sustainable procurement
- Develop procurement strategies
- Understand the impact of early contract termination
- Use the principles of negotiation including role-play scenarios
- Apply tender evaluation methodology to contractors' proposals
- Understand the drivers for successful business process outsourcing (BPO)



## Managing tenders

### DURATION: 5 Days

Anyone involved in the tendering and procurement of goods, works and/ or services will benefit from this workshop which offers a theoretical underpinning of the required methodology, backed by practitioner experience. It covers the detailed steps of the full procurement cycle including the key principles in each stage of the process, tendering documentation, evaluation considerations and the legal aspects of tender acceptance and contract award.

Procurement of goods, works and services is a major component of any company's budget and is frequently the largest or second-largest category of expenditure. Therefore, maintaining transparency, accountability and fairness in the procurement process is imperative.

### COURSE CONTENT

- Use the principles of procurement both for individual contracts and organisationally
- Design key performance indicators (KPIs) and integrate these into your service contracts
- Seek expressions of interest in the open market and select organisations for tendering
- Use method statements to enhance your ability to assess, at the tender evaluation stage, the worthiness of your potential providers
- Take the correct steps to ensure a rigorous and impartial tender evaluation process
- Handle unsuccessful bidders
- Manage the successful provider, post-tender, across the life of the contract
- Implement practical management of difficulties during the contract
- Apply the legal regulatory frameworks governing the audit
- Understand the procurement cycle and what is procurement malpractice
- Apply the principles of risk management
- Carry out organisational analysis – how procurement is conducted
- Ensure accountability, probity and organisational governance for the procurement process
- Audit commercial aspects of outsourcing contracts
- Implement the procurement function, strategies and policies

## Cost control in construction

### DURATION: 5 Days

Develop effective measures for scheduling and controlling projects as you put the tools of project management to work. In this course you'll focus on managing the constraints you face in any project: limits on time, human resources, materials, budget and specifications. Discover proven ways to work within your identified constraints, without letting predefined limits curtail creativity or innovation.

From the opening morning, you'll get hands-on experience, practicing your skills in building project requirements and the work breakdown structure. You'll learn a sound, logical framework for scheduling and controlling project activities. And you'll master techniques for estimating, forecasting, budgeting, monitoring, controlling, analyzing and reporting costs and interpreting the meaning of earned-value data.

### AT THE END OF THIS COURSE THE DELEGATES WILL BE ABLE TO:

- Use the work breakdown structure to develop a network diagram
- Calculate schedules using PERT/CPM
- Identify, assign, and tabulate resource requirements
- Predict costs and work time using specific levels and estimate types
- Plan for contingencies and anticipate variations
- Predict future project performance based on historical data
- Monitor changes and close out projects on time

### COURSE CONTENT

- Essential Background
- Resource Allocation and Estimating
- Resource
- Using resources to build estimates
- Network scheduling
- Establishing baselines
- The process of control
- Causes of variances
- Steps in completing the project



## Consulting and support services

### Other Services

Techno-Training provides a wide range of consulting services as we have a big pool of experts and experienced professionals from various disciplines across the industry.

We provide services in 2 major areas — Provision of Manpower services and Technical Consulting.

#### Provision of Manpower:

- Provision of contract personnel
- Evaluation and assessment of client's existing employees
- Personnel recruitment for our clients.

#### Technical Consulting:

- Students Placement Services
- Administration of Corporate Social Responsibility Funds
- Teambuilding events
- Training services administration or outsourcing
- Procurement and Logistics Management
- Development and Installation of Learning Management System
- Provision of In-house Language Training services
- Administration of Graduate Development Programmes



## Manpower Services

Techno-Training satisfy the manpower needs of your organization in few areas:

- Provision of Contract Personnel on a short or long term basis.
- Evaluation / Assessment of your Existing Employees.
- Recruitment of permanent staff to your organization.



## Supply Contract Personnel

Techno-Training is able to provide a range of experienced personnel on short or long term contract to suit your business needs. Advantages in using Techno-Training to meet your manpower needs are:

- Personnel are contracted on an as needed basis.
- Personnel are subject matter experts in the required disciplines.
- Minimal administration burden as issues such as travel, visas, work permits, expenses, taxation and medical insurance can be taken care of by Techno-Training on an as needed basis.

Techno-Training supplies experienced personnel so as to meet the requirements of your organization in a wide variety of disciplines including:

- Process / Operations Technicians and Control Room Panel Operators
- Maintenance Technicians (Electrical, Instrumentation and Mechanical)
- Technical Instructors
- English/Russian/Arabic/Spanish Language Instructors
- Safety, Health and Environment Instructors
- IT Instructors
- Workplace Mentors and Assessors
- Curriculum Developers
- Training Coordinators and Training Centre Managers
- Engineers (Process, Chemical, Civil, Electrical, Mechanical)

Techno-Training guarantees the performance of its personnel; if the individual does not perform as well as can be reasonably expected then Techno-Training will identify and resource a suitable replacement at no additional cost to your organization. Irrespective of whom we supply, Techno-Training goes through standardized multi-level recruitment process in order to assure that the individual has the necessary skills and experience required to meet the objectives of your organization.

## Evaluation / Assessment of your Existing Employees

We have the skills and expertise to assess your existing employees in the workplace with a view to determining if there are any gaps in knowledge or skills. Utilizing this process allows your company to maximize the effectiveness of your training budget and prioritize and target training towards only those that need it.

## Personnel Recruitment

Whether you are looking to bring in a trainee or an experienced employee to your organization, we can assist you in the recruitment process. Techno-Training can assist your organization by:

- Defining competencies based on job description and task analysis.
- Handling administration issues surrounding advertising, candidate response packages, applications and gathering of resumes, references and certificates etc.
- Candidate testing using internationally recognized technical test batteries or professional employee selection testing.
- Candidate selection and short listing.
- Interviews based on knowledge, skills and behavioural attributes against organizational requirements.
- Providing training in areas of cultural awareness and project orientation.





## Technical Consulting Services

### Student Placement Services (administration of Corporate Scholarships)

Techno-Training has a solid experience in international student placement services.

We can help your Company to:

- find information on best possible courses and institutions
- search the course database
- meet institution representatives at our education events
- discuss institutions and locations that would suit you
- compare courses and decide which to apply for
- complete course application
- transfer fee payments to education institutions
- assist you with the visa process
- organise an IELTS test
- explain to you about life in the country of relocation
- prepare everything for your scholars trip and their new life

### Administration of Corporate Social Responsibility Funds in Training and Development

Corporate Social Responsibility (CSR) has gained significant momentum in recent years. The push is on to identify projects that reflect the Company's sense of social responsibility and to tailor projects to reflect that sense. This is perhaps a step in the right direction when it comes to the corporation's position in the host community, but is extremely difficult and complex in its implementation.

Companies' main goal is still profits; they owe this to their shareholders. Although profits and social responsibility are not necessarily mutually exclusive, there is frequently a price tag associated with CSR projects and this creates a conflict: choose the CSR project, or tailor the project to meet CSR objectives OR focus on increased ROI? Where a project meets both objectives, the conflict is eliminated but you know intuitively that this won't always be the case and indeed there are more and more news reports about cases where this wasn't the case.

Techno-Training can support your business by taking care of your CSR projects in developing local communities capabilities by arranging training for local population or upgrading local facilities of training, educational and research institutions.

We have an international experience of implementation of such projects in different countries across the world and will be happy to assist you.



## Teambuilding events

Rather than trying to sell you a particular tool, Techno-Training facilitators will help you to clarify your goals and then select an approach and an event that will best meet these.

Some of the most common team-building events are:



- **Outdoor pursuits** such as ropes courses, orienteering, climbing, sailing and other physical activities. The relevance of these depends on the quality of de-briefing after experiences. A good de-briefing will allow time for individual and group reflection, drawing out conclusions on team roles, leadership, working together, etc. You need to consider whether this would be suitable for your team. Not everyone wants to, or is able to, go rock climbing for example.
- **Indoor pursuits** such as making a video, inventing a game, or producing a pamphlet together. The same need for good de-briefing applies.
- **Social events** such as a meal, picnic or going bowling are not such a good way to work on specific goals. They can, however, enable people to get to know each other and develop relationships.
- **Community service** or fundraising projects can bring a team together in a common cause. To be of value in terms of team building, the project needs to be well thought through, with regular review and learning processes.
- **Workshops** are a popular method and can work well when tailored to the team's needs and goals. To get away from the demands of the workplace these are best held off-site. They can include group exercises, planning and review sessions, problem-solving activities, information exchange. A good workshop will mix practical activities that generate experience with reflective time, group discussion to share learning and draw conclusions, and planning to put new ideas into practice.
- **Practical activities** could include things like role play (to develop skills), games (to observe group dynamics or team roles), drawing or collage (to develop creativity and gain individual perspectives), group drawing (to develop shared vision), questionnaires (to explore team roles), pairs and small group work.

## Training Services Administration/Outsourcing

Training provided by 3rd party providers is perhaps the largest unmanaged spend within the training function. Techno-Training's Training Administration Outsourcing service addresses the entire lifecycle of vendor provided training. Our clients receive cost reduction, access to a leading collection of learning providers, and a full suite of support services including selection, measurement, and knowledge management. Whether internal or external, your budget for learning is an investment; our approach, processes, and technology ensure that our clients get the highest returns for that investment.

In our approach, we can own the content or utilize third-party providers. The best solution for your case will be identified and we will make sure that our own content was "pushed" to the client. Customers can benefit from our expertise in providing vendor management/training administration outsourcing services.

Techno-Training's Training Administration Outsourcing service addresses the Total Cost of Learning. Over the past decade, learning organizations have made great strides in optimizing the value they receive from their investments on learning. The industry now has more refined approaches to content development, training administration, and evaluation. In contrast, we believe that off-the-shelf Instructor-Led Training may represent the largest Training & Development spent that can be optimized. One of the reasons for this is a failure by vendor managers to recognize and solve for the Total Cost of Learning.

**Benefits for your business:**

Training will be tightly linked to business; Time spent in training will be reduced to increase productivity; List of courses, vendors, participation, and delivery mode will be rationalized; Total Cost of Learning will be reduced; Internal staffing requirements and process costs will be eliminated or reduced.

**Training Administration**

Efficient administration of learning activities is critical to the success of your Training and Development function and ultimately your business. Our centralized approach to training administration enables Training and Development organizations to increase quality, reduce cost, and accelerate innovation.

Techno-Training has serious experience in the management and administration of the learning process. Our Training Administration service is built on best practices and configured to the needs of each of our customers. We deliver rock-solid operations and high service levels under a variable cost model.

Trust us to run your back office administration effectively and thus enable your Training and Development team to focus on strategizing learning to deliver what your business wants. We will help you realize tangible results to rationalize your organization's People Development spend by optimizing both the processes and costs of learning administration.

**Benefits for your business:**

Service levels and response times will be improved; we can help with implementation of modern training techniques such as blended learning; we will enable you to focus on core competencies and business value – while we will take care of work execution; direct costs will be reduced and costs will be shifted from fixed to variable.

**Procurement & Logistics Management for Training Purposes**

Techno-Training realizes that procurement and logistics management is central to achieving and maintaining your organization's objectives of quality, on-time and on-budget. Techno-Training can provide expertise and quality of service at each and every step of the procurement and logistics management process; from determination of needs through to requesting, ordering, delivery, auditing and payment. Our goal is to develop an environment where customer satisfaction is paramount. This is achieved through the synergy of our specialists being well versed in the latest software and international business practices along with having excellent communication and organizational skills.

**Learning Management System Development, Delivery and Deployment**

Techno-Training has a structured approach to Learning Management Systems (LMS). We will guide you through all stages of "Selection and Evaluation" and "Implementation" of your LMS.

- The LMS evaluation and selection process will involve five major steps: needs analysis, requirements definition, product vetting, product evaluation, and product selection.
- The LMS implementation process will have following steps: planning, LMS configuration, systems integration, course and data migration, user acceptance testing, and go live.
- Once the LMS is installed we can assist you with system maintenance, modifications and updates.





## Consulting Services

Techno-Training can support to your organization through provision of a range of consultancy services including:

- Cultural Awareness. Having a workforce that is sympathetic and understanding towards cross cultural differences is essential in today's global workplace. Techno-Training facilitates the transition of your staff across cultures ensuring effective communication and delivery of your organization's business objectives.
- Scenario based Risk Assessments of existing facilities.
- HAZOP and Task Analysis Reviews. A review of Hazardous Operations (HAZOP), along with Task Analysis is the key to identifying and prioritizing your organization's training and competency assurance programs.
- Environmental Impact Assessments.
- Training Project Management.
- Operations and Maintenance support services.
- Training Centre Management, Supervision, Coordination and Administration.



## Provision of long-term in-house language training (English, Russian, Spanish and Arabic)



If one language is the common business language in your organisation and you have an international team working in the project than Techno-Training can assist you with intensive in-house language training for your personnel. Our training programmes can delivered by both native speakers and/or local instructors will ensure that no one was disadvantaged and have equal opportunity to perform effectively as well as develop professionally.

Our language training programme can have few types of language training of levels A1, A2, B1, and B2, according to the Common European Framework of Reference (CEFR)

- **General Language Training**
- **Business Language Training**
- **Technical Language Training**
- **Language for Specific Purposes** (Accounting, Finance, HR, Business E-mails, Contracts etc.)

All language training programmes will be provided by experienced and certified language instructors.

## Administration of Graduates Development Programme

Throughout the Graduate Development Programme (GDP), we can provide you with the necessary training and development required for graduates to be effective in their roles by providing them with the foundation skills required to launch their career in you organization. Through participation in the programme, graduates will gain relevant knowledge and skills in your business as well as the technical expertise required to be an effective technical specialist within the industry.

### Organisational Support

- In addition to formal training graduates can also receive individual support from mentors and graduate coordinators.
- Techno-Training will provide overall administrative support to the Human Resources in order to facilitate the smooth running of day-to-day administrative activities, learning management, training analyses and employee orientation programs.





## Contact details

Follow us online



techno-training



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## Career at TECHNO-TRAINING

Techno-Training provides a wide range of training and development services to world's largest petroleum and power generating companies around the world. We are now looking for a select of high-class experts to join our team as **Business, Safety and Technical Instructors**.

Have you ever thought about what you will do when you move to the next phase of your career?

Would you like to stay connected to the industry and share your knowledge with next generation while enjoying flexible work schedule and good income?

If you have experience that you would like to share with others and have a passion for teaching and instructions then you will be interested to join our team at Techno-Training.

### As a Techno-Training Instructor you will enjoy:

- A Flexible Work Schedule
- International Travel
- A Prestigious Position of a Technical/Business Consultant or Instructor
- A Good Income
- Opportunity to Pass your knowledge to next generation
- Personal Approach to each Instructor

Our commitment to our clients requires that we only find and develop best instructors. That's why we have to be very selective and follow a rigid screening and selection process of all new instructors.

**Submit your CV today**

**E-mail: [career@techno-training.com](mailto:career@techno-training.com)**