



» Benefits of the Program:

Learn self-development tools that work successfully in business. The Business Skills Diploma brings together all the soft skills needed to perform a job, and enhance leadership, communication, time and stress management skills. Explore the latest creative, problem solving, decision making and team building skills.

Additional Benefits

- Highly skilled professional LAU – CEP trainers
- Small class size for direct interaction with participants
- Quality control program implementation
- Workshop calendar suitable for working participants
- Industry proven resources used as support material for workshops

LAU-CEP attendance certificates will be provided upon the completion of each workshop.

Contact Information:

CEP
Tel: 01-786456 Ext. 1953
www.lau.edu.lb/cep
cep.beirut@lau.edu.lb

For corporate training, pre and post skill assessments are available

Information on external funding is available upon request

It will aid in:

- > Investing in company talent
- > Self improvement for business development
- > Creating an out-of-the-box management program
- > Building a strong intellectual team
- > Creating building blocks for further investment

Target Audience

- Junior to Mid-level Employees
- Team Leaders
- Team Members
- Office Administrators
- Support Staff
- Professionals and Freelancers
- Junior to Mid-level Business Executives
- Fresh University Graduates Joining the Workforce

Business Skills Diploma

- Creativity Tools
- Memory Techniques
- Telephone Techniques
- Business Writing Skills
- Time and Stress Management
- Corporate Communication Skills
- Transactional Analysis
- Building Effective Teams
- Effective Problem Solving
- Effective Decision Making
- Managing Complex Situations
- The Art of Being Interviewed
- Project Planning Skills

**Your Corporate Education Partner ...
Beyond Standards**

Business Skills Diploma



Creativity Tools

Duration: 6 hours

>>>> Technical creativity can be used to solve real life problems. This workshop will help identify several useful techniques that can be used to develop creative thinking. It recognizes a wide range of approaches as well as developing and generating new and innovative ideas.

Memory Techniques

Duration: 6 hours

>>>> This workshop will help strengthen the memory in regard to names, numbers, facts and a variety of other essential pieces of information. Different tools and techniques will be used that can be applied to daily life in the workplace as well as in everyday situations.

Telephone Techniques

Duration: 6 hours

>>>> Effective communication is essential to success in the business world and many transactions are still conducted via telephone both domestically and internationally. This workshop will discuss the mastery of telephone communications (specifically in customer service and sales) and cover telephone techniques and proper phone etiquette.

Business Writing Skills

Duration: 6 hours

>>>> A typical business professional spends approximately 20% of their time writing in the workplace. Therefore, having advanced skills is essential to effective written communication. This workshop will develop business writing skills so that correspondence will be appropriate in format and professional in tone.

Time and Stress Management

Duration: 6 hours

>>>> Today's world is full of stress and commitments. Therefore, managing time and stress is essential to having a work-life balance. This workshop will demonstrate how to prioritize and manage time in a productive manner while still attending to all necessary duties and obligations.

Corporate Communication Skills

Duration: 6 hours

>>>> Communication skills on a corporate level are instrumental to success. This workshop will address the core elements behind successful communication and several practical techniques will be introduced. Through situational activities, participants will be able to implement the learned techniques in order to better understand the issues at hand.

Transactional Analysis

Duration: 6 hours

>>>> Transactional analysis is conducted in order to understand personality, and in turn, improve human relations. In this workshop, participants will analyze behavioral patterns and transactions as well as identify strategies for modification and stroking.

Building Effective Teams

Duration: 6 hours

>>>> Teamwork is used within most organizations in today's business environment. Therefore, individuals must be comfortable working with others while understanding their specific role on a team. This workshop will introduce skills and tools that employees can use in order to enhance team performance and become more successful in their role as a team participant.

Effective Problem Solving

Duration: 6 hours

>>>> Employees are often confronted with many issues on a daily basis that require problem solving skills. This workshop will cover the elements of problem solving and simplify the process so that individuals can manage issues in a rational manner.

Effective Decision Making

Duration: 6 hours

>>>> Decision making is an ongoing process that presents itself on a regular basis in the workplace. This workshop will discuss the steps involved in making decisions and offer techniques to perform a cost-benefit analysis to help choose the best options.

Managing Complex Situations

Duration: 6 hours

>>>> Complex situations are often presented in a business environment. Therefore, employees must be prepared to handle a variety of circumstances that occur regularly in the workplace. This workshop will examine how to effectively handle complex situations, and in turn, build better relationships and enhance overall job satisfaction.

The Art of Being Interviewed

Duration: 6 hours

>>>> Interviewing is the first step toward obtaining employment in an organization. There are many important elements which are standard in interviewing practices. This workshop will prepare applicants for the interviewing process, build confidence, and enhance overall performance during the session.

Project Planning Skills

Duration: 6 hours

>>>> Project planning is a specialized skill that is needed in many positions in an organization. Employees must manage tight schedules and resources while delivering timely results within budget. This workshop will address the skills and steps needed to successfully plan projects and achieve company goals.