



TOP 20 COURSES

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CONTENT

	Page
1. ANTI-MONEY LAUNDERING	1
2. CERTIFIED RISK ANALYST (CRA)	1
3. FINANCE FOR NON-FINANCE PROFESSIONALS – ILM ENDORSED	2
4. ACCOUNTING FOR NON-ACCOUNTANTS	2
5. FINANCE AND BUSINESS INTELLIGENCE FOR HR PROFESSIONALS	3
6. ADVANCED CAREER DEVELOPMENT AND SUCCESSION PLANNING	3
7. HIGH IMPACT TEAM BUILDING	4
8. LEARNING THROUGH ADAPTABILITY	4
9. MASTERING THE ART OF OFFICE ADMINISTRATION	5
10. CUSTOMER SERVICE EXCELLENCE	5
11. ACTIONABLE SELLING SKILLS TOOLS AND TECHNIQUES	6
12. THE STRATEGIC MARKETING PLAN	6
13. CERTIFIED CRISIS MANAGEMENT PROFESSIONAL	7
14. JOB HAZARD ANALYSIS	7
15. DATA MINING & BUSINESS INTELLIGENCE	8
16. IT AUDITING AND IT FRAUD DETECTION	8
17. SIX SIGMA YELLOW BELT	9
18. LEAN THINKING A STRATEGY FOR OPERATIONAL EXCELLENCE	9
19. COST EFFECTIVE MAINTENANCE	10
20. EFFECTIVE 5S IMPLEMENTATION	10

Auditing and Governance, Risk and Compliance Courses



1. Anti Money Laundering

Who should attend :

- Financial officers, financial controllers, accountants, Money Laundering reporting officers, compliance officers, managers, auditors and staff with duties requiring Anti-Money Laundering compliance.

What you will learn:

- Detect and prevent Money Laundering
- Define Money Laundering and its cycle
- Identify how Money Laundering can be committed
- Apply the GCC and international law and regulations on Anti-Money Laundering
- Analyze financial records and identify possible leads
- Apply methods to prove income or funds from unknown sources

Course Outline:

- Principles of Money Laundering
- International development of law and regulation
- Money Laundering schemes
- Identifying indicators of illegal activities in bank records
- Methods of proving income

2. Certified Risk Analyst (CRA)

Who should attend :

- Risk Managers and Risk Analysts, Corporate Treasury Managers in banks and corporations, Finance Directors, Finance Controllers, Finance Managers, Accountants, Market risk staff, Brokers, Internal Auditors

What you will learn:

- Understand the importance of risk management and mitigation
- Develop an integrated strategy for the identification, analysis, prioritization, quantification and mitigation of different types of risk including operating risk, market risk, strategic risk and management risk
- Understand the importance of internal control
- Review and apply Risk Based Decision Making (RBDM) to the management process



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Finance Accounting and Budgeting Courses



3. Finance for Non-Finance Professional-ILM ENDORSED

Who should attend :

- Managers, Supervisors and Team Leaders who analyse, forecast and plan, Sales Managers who make decisions that impact sales and operations, Team Members

What you will learn:

- Basic financial statements and their managements
- How market conditions impact business decisions
- The difference between cash and profit
- Fixed and variable costs
- Cost structure and capacity utilization
- Budgets and cash flow forecasts
- The impact of inventory build-up
- The need to control working capital
- Ratios as metrics for management (ROA, ROI)
- The specific financial metrics used by your company to gauge performance, and why they are used
- Effects of strategy changes.

Course Outline:

- The content is based on a team competition consisting of six business cycles in which teams have full decision-making power and are accountable for the results. In each cycle, teams develop and implement a business strategy for their company, which incorporates real-world dynamics, such as production capacity, customers, prices and financing.

4. Accounting for Non-Accountant

Who should attend :

- Managers, supervisors and staff from any function including the accounting department who need to improve their understanding, application and techniques of the language of numbers.

What you will learn:

- Define accounting and the accounting cycle
- Identify the major rules and principles of accounting under the International Financial Reporting Standards (IFRS)
- Demonstrate knowledge of the basic accounting equation, double-entry bookkeeping, and the new automated accounting systems
- List the key financial statements (balance sheet, income statement, changes in shareholders' equity and cash flow statement) and their components
- Practice financial statements' adjustments at month and year-end



Course Outline:

- Introducing accounting and financial statements
- International financial reporting standards
- Double-entry accounting
- Income statements
- Net equity
- The balance sheet and its components
- Cash flow statement
- Adjustments to financial statements

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Human Resources Management Courses



5. Finance and Business Intelligence for HR Professionals

Who should attend :

- This course is for all HR professionals who want to develop their financial and business intelligence.

Course Outline:

- HR and the language of business
- Cracking the income statement and balance sheet codes
- Cash matters
- Ratio analysis
- The rate of Return on Investment (ROI)
- The financially intelligent HR department

What you will learn:

- Financial literacy
- HR analytics
- Analytical thinking
- General business acumen
- Decision making

6. Advanced Career Development & Succession Planning

Who should attend :

- The intensive workshop is aimed at professionals in HR with significant knowledge of competencies and KPIs who wish to apply this knowledge in the fields of talent management, assessment of potential, career development and succession planning. Junior officers or those with less than 7 years of experience in HR will find this workshop tough to handle.

What you will learn:

- Determine the tangible ingredients of human potential and use these ingredients to mathematically calculate human potential
- Conduct a mathematical gap analysis and use it to determine logical career progression or succession plans for any position in the organization
- Create a human potential matrix and use it to plot employees in various performance and talent zones

Course Outline: Human Potential

- The ingredients of Human Potential
- Performance Criteria
- Competencies, KPIs and Values
- Calculating an employee's competency score
- The use of KPIs to calculate an employee's performance score
- The competency performance matrix
- The various quadrants in the matrix

Course Outline: The Use of Competency Job Profiles for Developing Careers and Planning Succession

- Competency job profiles
- Scoring a profile
- Using profile scores to determine vertical and lateral career moves
- Using profiles scores to determine key successors
- Other methodologies for career development and succession planning



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Leadership & Management Courses



Course Outline:

- Understanding Team and Dynamics
- Barriers and Opportunities
- Team Culture
- The 4 stages of Team Development
- Commitment and Common Purpose
- Communication
- Decision Making and Conflict Resolution

7. High Impact Team Building

Who should attend :

- Business Managers
- Supervisors
- Team Leaders

What you will learn:

- Embrace the dynamics of working in a team as a whole and individually
- Understand Team Culture and how to thrive amidst organizational values, norms and behaviors, with a result-oriented and positive attitude
- Learn the art of collaboration under challenging circumstances
- Build and comprehend the dynamics of trust and its co-existence in a working environment
- Promote tolerance and empathy amongst team members

8. Learning Through Adaptability

Who should attend :

- Individuals, business professionals, and managers who want to enhance their personal, professional, and organizational performance through learning.

What you will learn:

- Empathy
- Change tolerance
- Self-awareness
- Social-awareness
- Adaptability
- Assertiveness
- Communication and feedback

Course Outline:

- Adaptability and learning
- Emotional intelligence: The personal competence
- The impact of attitude on adaptability
- Constructive feedback and criticism
- Analyzing, managing and developing
- Managing resistance to change



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Leadership & Management Courses



9. Mastering the Art of Office Administration

Who should attend :

- Administrators
- Office Managers
- Secretaries & Personal Assistants
- Administrative Personnel

Course Outline:

- Getting Organised (I)
- Getting Organised (II)
- Managing Time
- Getting It All Done On Time
- Special Tasks
- Verbal Communication Skills
- Non-Verbal Communication Skills
- Empowering Yourself
- The Team of Two
- Taking Care of Yourself

What you will learn:

- Gain practical skills and knowledge to improve the overall administration within your office, or organisation
- Understand what makes a good administrator
- Plan and prioritise time and activities
- Deal successfully with colleagues and customers.

Marketing, Branding, Sales & Communications Courses



10. Customer Service Excellence

Who should attend :

- Sections Heads & Middle Managers
- Customer Service Team Leaders
- Customer-facing Team Members

What you will learn:

- Explore people's buying choices. People buy from people, not companies
- Understand that the result of a business is a satisfied customer and that everyone provides customer service, to either internal or external customers.
- Align organisational priorities to match the priorities of your customers

Course Outline:

- Customers, customer service and service quality defined
- Customer service vs. customer satisfaction
- Emotional literacy- "understanding how my feelings affect my customer"
- Customers and expectations
- Delivering what we promise and more
- Understanding needs, wants and expectations of customers
- Communication skills
- Hearing vs. listening
- Body language as powerful tools
- Positive vs. negative phrases and questions
- Case studies.

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Marketing, Branding, Sales & Communications Courses



11. Actionable Selling Skills Tools & Technique

Who should attend :

- Salespeople, sales support, as well as potential candidates for sales and customer service positions who want to build and revitalize their existing selling skills.

What you will learn:

- Characteristics of successful sales people
- Selling and handling objections skills
- Communication skills
- Customer service and retention
- Empathic outlook

Course Outline:

- The changing business environment
- Preparation and self-organization
- Mastering the sales process: from initiation to post-sales
- Professional Behavior with Customers



12. The Strategic Marketing Plan

Who should attend :

- General Managers, marketing managers, product and sales managers will find excellent value in attending. Market researchers, planning managers, and other practicing managers associated with the development of marketing plans

What you will learn:

- Apply a logical step-by-step process to produce a sound marketing plan
- Devise a marketing plan that builds on marketing audit findings
- Use marketing audit findings to identify effective strategies and tactics
- Develop the components of the strategic marketing plan
- Identify and implement the different marketing warfare strategies (offensive, defensive and flanking)

Course Outline:

- The marketing concept
- The marketing planning process
- The business situation analysis
- Planning segmentation, targeting and Positioning
- Strategy development
- Tactical planning applications

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Health, Safety, Security Courses



13. Certified Crisis Management Professional

Who should attend :

- Corporate offices, retail, transport, hospitality, healthcare public services, etc. It is ideal for senior managers who are responsible for dealing with crises at strategic and tactical levels

What you will learn:

- Crisis Management
- Business Continuity Management
- Risk Management
- Contingency Planning
- Internal & External Audit

Course Outline:

- Crisis Management Overview
- Crisis Management Team
- Crisis Management and Communication

14. Job Hazard Analysis

Who should attend :

- Safety & Health Officer, Site Supervisor, Internal Auditors, HR Managers, Airport Ground Staff, Factory Managers, Hotel Managers, Warehouse Manager, Warehouse Supervisors, Logistic Managers and Production Manager

What you will learn:

- Understand the various type of Job Hazards and how these job hazards effects organizations productivity.
- Learn the techniques of conducting JHA and understand key factors effecting the JHA
- Understand the process of JHA and how it is carried out in different organizations.
- Learn to develop a preventive approach to establish safe job procedures.

Course Outline:

- Job Hazards
- Hazardous Conditions and Unsafe Behaviours
- What is JHA and risk factor?
- Importance of the job hazard analysis process
- Prepare to Conduct the JHA & Risk assessment
- How to perform a job hazard analysis
- List the Steps
- How to control hazards
- Develop Preventive Measures
- Write the Safe Job Procedure
- Improve the JHA Process



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IT Management



15. Data Mining & Business Intelligence

Who should attend :

- Managers, Executives, Data Scientists, Data Analysts, Business Analysts, and Professionals working with data analytics or business intelligence, and anyone who needs to understand how to use data to make better decisions.

What you will learn:

- Use data-based tools to make more accurate and timely decisions
- Understand the mechanics and architecture behind business intelligence, data mining and Big Data
- Utilize data mining techniques for predictive analysis, to assist in making decisions about the present and predicting future events
- Visualize data using business intelligence and data mining visualization methods and tools

16. IT Auditing and IT Fraud Detection

Who should attend :

- IT auditors who are working in a high fraud-potential environment, it is also suitable for internal auditors who would like an insight to computer-based fraud and IT fraud detection.

What you will learn:

- Internal auditing
- IT auditing
- Fraud detection
- Internet fraud
- Acting as a court witness

Course Outline:

- Defining fraud
- Computer fraud and control
- Abilities of the IT fraud auditor
- Types and nature of common frauds
- The auditor in court
- Investigating by computer



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Quality and Productivity



17. Six Sigma Yellow Belt

Who should attend :

- Managers, supervisors and professionals who wish to understand Six Sigma, its use and how it relates to work and business improvement.

What you will learn:

- Deploying Six Sigma
- Problem solving skills
- Critical thinking skills
- Using applied statistics
- Change management techniques

Course Outline:

- Introduction to quality
- Definitions of Six Sigma
- Six Sigma in customer service
- Implementing Six Sigma
- Statistical analysis in Six Sigma
- Problem solving using Six Sigma
- Deployment of Six Sigma

18. Lean Thinking a Strategy for Operational Excellence

Who should attend :

- All professionals who are involved in hands-on initiatives focusing on operations excellence and improving speed, as well as those who are responsible for linking, measuring and improving the performance of the organization.

What you will learn:

- Lean Mind-set
- Value Stream Mapping
- Six Sigma
- Results orientation
- Change



Course Outline:

- Introduction to Lean Principles
- Components of Lean (1)
- Components of Lean (2)
- Lean and Six Sigma: A One-Two Punch
- Measurement
- Lean Implementation Road Map

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Technical Courses



19. Cost Effective Maintenance

Who should attend :

- Maintenance managers and supervisors, planners, schedulers, reliability engineers, project managers, project engineers, operations managers, shift managers, operations supervisors and/or individuals who are in training for these positions. This course is also designed for contractors who want to contribute to maintenance and shutdown performance of clients.

What you will learn:

- Analyzing maintenance costs
- Developing efficiency improvements
- Identifying essential maintenance and quality requirements
- Cost optimization
- Maintenance planning
- Reliability improvement

Course Outline:

- Understanding the total cost of maintenance
- The modern maintenance strategy
- The basics of fixed cost reduction
- Focus areas for fixed cost reduction
- Plant performance and reliability improvement
- Cost effective Health Safety & Environment (HSE)
- The importance of shutdown management

20. Effective 5S Implementation

Who should attend :

- The program is suitable for middle management personnel such as managers, assistant manager, executives, supervisors, 5S facilitators, team leaders, 5S internal auditors and all those involve in the 5S implementation program.

What you will learn:

- Understand the theoretical and practical aspects of 5S
- Understand workplace cleanliness and good housekeeping practice
- Learn mechanism for quality improvement program
- Maximization of individual performance through total participation
- Spearhead the implementation of 5S practices at workplace as strategy to enhance continuous improvement program.

Course Outline:

- Fundamental of 5S practices
- Strategy to sustain implementation of 5S
- Roles of management
- Roles of employees
- Drawing up 5S policy
- Setting up working committee
- Division of area and creation of zones
- Setting up groups
- Drawing up action plan
- Presentation of action plan



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