

CORPORATE
TRAINING
PROGRAMMES
2026



**AXIOM
GROUP**

BUILDING INSTITUTIONS
WITH DISCIPLINE, INTEGRITY,
AND STRATEGIC
INTELLIGENCE

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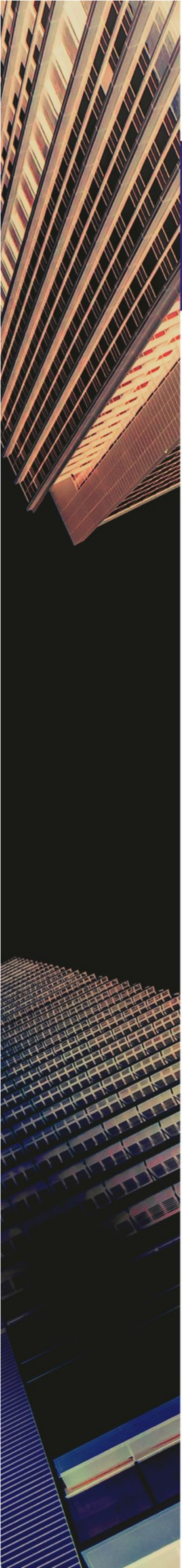


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COURSE INDEX

247
PROGRAMMES

12
SECTORS

**TAILORED
TO YOUR
ORGANISATION**

COURSE INDEX

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#	Course Code	Course Title	Section
1	AX0001SBFP	Strategic Banking and Financial Performance	Banking & Financial Services
2	AX0002RCMB	Risk and Compliance Management in Banking	Banking & Financial Services
3	AX0003CRAL	Credit Risk Analysis and Lending Strategy	Banking & Financial Services
4	AX0004DBFI	Digital Banking and Financial Innovation	Banking & Financial Services
5	AX0005CIBS	Corporate and Investment Banking Strategy	Banking & Financial Services
6	AX0006FMAF	Financial Modelling and Forecasting	Banking & Financial Services
7	AX0007TALM	Treasury and Liquidity Management	Banking & Financial Services
8	AX0008FRFC	Fraud Risk and Financial Crime Prevention	Banking & Financial Services
9	AX0009BOPE	Banking Operations and Process Excellence	Banking & Financial Services
10	AX0010CXIB	Customer Experience in Banking	Banking & Financial Services
11	AX0011FSDP	FinTech Strategy and Digital Payments	Banking & Financial Services
12	AX0012WAMS	Wealth and Asset Management Strategies	Banking & Financial Services
13	AX0013TFSL	Trade Finance and Structured Lending	Banking & Financial Services
14	AX0014RCGB	Regulatory Compliance and Governance in Banking	Banking & Financial Services
15	AX0015SFEI	Sustainable Finance and ESG Integration	Banking & Financial Services
16	AX0016RBTS	Retail Banking Transformation Strategy	Banking & Financial Services
17	AX0017CCRS	Corporate Credit and Risk Structuring	Banking & Financial Services
18	AX0018BDAI	Banking Data Analytics and Insights	Banking & Financial Services
19	AX0019LPRO	Loan Portfolio and Risk Optimisation	Banking & Financial Services
20	AX0020FIAS	Financial Inclusion and Access Strategy	Banking & Financial Services
21	AX0021DLCI	Digital Lending and Credit Innovation	Banking & Financial Services
22	AX0022ASLI	Asset Liability Management	Banking & Financial Services
23	AX0023BPPS	Banking Performance and Profitability Strategy	Banking & Financial Services
24	AX0024FMIS	Financial Market Instruments and Strategy	Banking & Financial Services
25	AX0025BARM	Banking Relationship Management	Banking & Financial Services
26	AX0026CEST	Customer Experience Strategy and Transformation	Customer Service & Experience
27	AX0027SECE	Service Excellence and Customer Engagement	Customer Service & Experience
28	AX0028MCRL	Managing Customer Relationships and Loyalty	Customer Service & Experience
29	AX0029HCCI	Handling Complex Customer Interactions	Customer Service & Experience
30	AX0030CCSD	Customer-Centric Culture and Service Delivery	Customer Service & Experience
31	AX0031CRSR	Complaint Resolution and Service Recovery	Customer Service & Experience
32	AX0032OCEM	Omnichannel Customer Experience Management	Customer Service & Experience
33	AX0033CRMI	CRM Strategy and Customer Insights	Customer Service & Experience
34	AX0034FSLE	Frontline Service Leadership	Customer Service & Experience
35	AX0035CRVM	Customer Retention and Value Management	Customer Service & Experience
36	AX0036CSMA	Customer Satisfaction Measurement and Analytics	Customer Service & Experience
37	AX0037SIED	Service Innovation and Experience Design	Customer Service & Experience
38	AX0038DCES	Digital Customer Engagement Strategy	Customer Service & Experience

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#	Course Code	Course Title	Section
39	AX0039BCCO	Building Customer-Centric Organisations	Customer Service & Experience
40	AX0040CCIN	Customer Communication and Influence	Customer Service & Experience
41	AX0041MHVSE	Managing High-Volume Service Environments	Customer Service & Experience
42	AX0042PCES	Personalised Customer Experience Strategy	Customer Service & Experience
43	AX0043SQCI	Service Quality and Continuous Improvement	Customer Service & Experience
44	AX0044CJMO	Customer Journey Mapping and Optimisation	Customer Service & Experience
45	AX0045CVLM	Customer Value and Lifecycle Management	Customer Service & Experience
46	AX0046SFMC	Strategic Financial Management and Control	Finance & Accounting
47	AX0047BFCO	Budgeting, Forecasting, and Cost Optimisation	Finance & Accounting
48	AX0048FRPA	Financial Reporting and Performance Analysis	Finance & Accounting
49	AX0049CFIS	Corporate Finance and Investment Strategy	Finance & Accounting
50	AX0050IAFG	Internal Audit and Financial Governance	Finance & Accounting
51	AX0051CFWC	Cash Flow and Working Capital Management	Finance & Accounting
52	AX0052FRCM	Financial Risk and Compliance Management	Finance & Accounting
53	AX0053BVFD	Business Valuation and Financial Decision Making	Finance & Accounting
54	AX0054TSRC	Tax Strategy and Regulatory Compliance	Finance & Accounting
55	AX0055DFFT	Digital Finance and Financial Transformation	Finance & Accounting
56	AX0056CMES	Cost Management and Efficiency Strategy	Finance & Accounting
57	AX0057FPAF	Financial Planning and Forecasting	Finance & Accounting
58	AX0058CIPF	Capital Investment and Project Finance	Finance & Accounting
59	AX0059FCSP	Financial Control Systems and Processes	Finance & Accounting
60	AX0060PSFM	Public Sector Financial Management	Finance & Accounting
61	AX0061PAFO	Procurement and Financial Oversight	Finance & Accounting
62	AX0062FAFA	Forensic Accounting and Fraud Analysis	Finance & Accounting
63	AX0063RAFI	Revenue Assurance and Financial Integrity	Finance & Accounting
64	AX0064FPKM	Financial Performance and KPI Management	Finance & Accounting
65	AX0065DCSM	Debt and Capital Structure Management	Finance & Accounting
66	AX0066FCAE	Financial Compliance and Ethics	Finance & Accounting
67	AX0067SCRE	Strategic Cost Reduction	Finance & Accounting
68	AX0068FMDM	Financial Modelling for Decision Making	Finance & Accounting
69	AX0069FDAN	Financial Data Analytics	Finance & Accounting
70	AX0070CORS	Corporate Financial Strategy	Finance & Accounting
71	AX0071SMBP	Strategic Marketing and Brand Positioning	Marketing & Business Development
72	AX0072DMGS	Digital Marketing and Growth Strategy	Marketing & Business Development
73	AX0073MICA	Market Intelligence and Competitive Analysis	Marketing & Business Development
74	AX0074SSRG	Sales Strategy and Revenue Growth	Marketing & Business Development
75	AX0075CARS	Customer Acquisition and Retention Strategy	Marketing & Business Development
76	AX0076PRPS	Product and Pricing Strategy	Marketing & Business Development
77	AX0077MAAP	Marketing Analytics and Performance	Marketing & Business Development
78	AX0078BDSP	Business Development and Strategic Partnerships	Marketing & Business Development
79	AX0079CCBM	Corporate Communication and Brand Management	Marketing & Business Development
80	AX0080CJES	Customer Journey and Engagement Strategy	Marketing & Business Development

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#	Course Code	Course Title	Section
81	AX0081GMES	Growth Marketing and Expansion Strategy	Marketing & Business Development
82	AX0082MEES	Market Entry and Expansion Strategy	Marketing & Business Development
83	AX0083SSAN	Strategic Sales and Negotiation	Marketing & Business Development
84	AX0084BEMP	Brand Equity and Market Positioning	Marketing & Business Development
85	AX0085CIBA	Customer Insights and Behaviour Analysis	Marketing & Business Development
86	AX0086MAIS	Marketing Innovation and Strategy	Marketing & Business Development
87	AX0087RMCV	Relationship Marketing and Customer Value	Marketing & Business Development
88	AX0088DBOP	Digital Branding and Online Presence	Marketing & Business Development
89	AX0089SBDV	Strategic Business Development	Marketing & Business Development
90	AX0090SPPM	Sales Performance and Pipeline Management	Marketing & Business Development
91	AX0091SMPS	Strategic Management in the Power Sector	Power & Energy
92	AX0092EPRG	Energy Policy, Regulation, and Governance	Power & Energy
93	AX0093RESS	Renewable Energy and Sustainability Strategy	Power & Energy
94	AX0094PGDM	Power Generation and Distribution Management	Power & Energy
95	AX0095EEMD	Energy Economics and Market Dynamics	Power & Energy
96	AX0096OGOM	Oil and Gas Operations Management	Power & Energy
97	AX0097ERAM	Energy Risk and Asset Management	Power & Energy
98	AX0098SGDE	Smart Grid and Digital Energy Systems	Power & Energy
99	AX0099EPPE	Energy Project Planning and Execution	Power & Energy
100	AX0100SETS	Sustainable Energy Transition Strategy	Power & Energy
101	AX0101EMDR	Electricity Market Design and Regulation	Power & Energy
102	AX0102UPEM	Utility Performance and Efficiency Management	Power & Energy
103	AX0103EDAF	Energy Data Analytics and Forecasting	Power & Energy
104	AX0104ECAS	Environmental Compliance and Sustainability	Power & Energy
105	AX0105ENIM	Energy Infrastructure Management	Power & Energy
106	AX0106MRES	Maintenance and Reliability in Energy Systems	Power & Energy
107	AX0107ENIF	Energy Investment and Financing	Power & Energy
108	AX0108CCES	Climate Change and Energy Strategy	Power & Energy
109	AX0109ESCM	Energy Supply Chain Management	Power & Energy
110	AX0110ENOO	Energy Operations Optimisation	Power & Energy
111	AX0111EPPM	Engineering Project and Programme Management	Engineering & Operations
112	AX0112OEPO	Operations Excellence and Process Optimisation	Engineering & Operations
113	AX0113ISRM	Industrial Safety and Risk Management	Engineering & Operations
114	AX0114AOSM	Aviation Operations and Safety Management	Engineering & Operations
115	AX0115ARCG	Aviation Regulatory Compliance and Governance	Engineering & Operations
116	AX0116SMOM	Steel Manufacturing Operations and Management	Engineering & Operations
117	AX0117MORM	Mining Operations and Resource Management	Engineering & Operations
118	AX0118MPDF	Mining Project Development and Finance	Engineering & Operations
119	AX0119FOSM	Forestry Operations and Sustainable Resource Management	Engineering & Operations
120	AX0120FTSC	Forestry and Timber Industry Supply Chain Management	Engineering & Operations
121	AX0121MARM	Maintenance and Reliability Management	Engineering & Operations
122	AX0122QMCI	Quality Management and Continuous Improvement	Engineering & Operations

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#	Course Code	Course Title	Section
123	AX0123LOSS	Lean Operations and Six Sigma	Engineering & Operations
124	AX0124SCLS	Supply Chain and Logistics Strategy	Engineering & Operations
125	AX0125AIMG	Asset and Infrastructure Management	Engineering & Operations
126	AX0126EMIO	Environmental Management in Industrial Operations	Engineering & Operations
127	AX0127PPCN	Production Planning and Control	Engineering & Operations
128	AX0128COPM	Construction Project Management	Engineering & Operations
129	AX0129EIAS	Engineering Innovation and Strategy	Engineering & Operations
130	AX0130MAEX	Manufacturing Excellence	Engineering & Operations
131	AX0131IPDV	Infrastructure Planning and Development	Engineering & Operations
132	AX0132DTSE	Digital Transformation Strategy and Execution	Technology & Digital Transformation
133	AX0133AIBL	Artificial Intelligence for Business Leaders	Technology & Digital Transformation
134	AX0134DABI	Data Analytics and Business Intelligence	Technology & Digital Transformation
135	AX0135CDRM	Cybersecurity and Digital Risk Management	Technology & Digital Transformation
136	AX0136CCES	Cloud Computing and Enterprise Systems	Technology & Digital Transformation
137	AX0137TLIN	Technology Leadership and Innovation	Technology & Digital Transformation
138	AX0138AISM	Automation and Intelligent Systems	Technology & Digital Transformation
139	AX0139BAET	Blockchain and Emerging Technologies	Technology & Digital Transformation
140	AX0140ITGD	IT Governance and Digital Compliance	Technology & Digital Transformation
141	AX0141DSIM	Digital Strategy and Innovation Management	Technology & Digital Transformation
142	AX0142DDDM	Data-Driven Decision Making	Technology & Digital Transformation
143	AX0143ENTS	Enterprise Technology Strategy	Technology & Digital Transformation
144	AX0144DEAP	Digital Ecosystems and Platforms	Technology & Digital Transformation
145	AX0145STAI	Smart Technologies and Innovation	Technology & Digital Transformation
146	AX0146ITPM	IT Project and Programme Management	Technology & Digital Transformation
147	AX0147TRAG	Technology Risk and Governance	Technology & Digital Transformation
148	AX0148DCAT	Digital Culture and Transformation	Technology & Digital Transformation
149	AX0149ADAA	Advanced Data Analytics and AI	Technology & Digital Transformation
150	AX0150BPAU	Business Process Automation	Technology & Digital Transformation
151	AX0151DINS	Digital Innovation and Strategy	Technology & Digital Transformation
152	AX0152TSDNT	Telecommunications Strategy and Digital Network Transformation	Technology & Digital Transformation
153	AX0153TRMSG	Telecoms Regulatory Management and Spectrum Governance	Technology & Digital Transformation
154	AX0154RAFT	Revenue Assurance and Fraud Management in Telecoms	Technology & Digital Transformation
155	AX0155CEMT	Customer Experience Management in Telecoms	Technology & Digital Transformation
156	AX0156TFMI	Telecoms Financial Management and Investment Strategy	Technology & Digital Transformation
157	AX0157SLOT	Strategic Leadership and Organisational Transformation	Leadership & Management
158	AX0158CGPB	Corporate Governance: Principles and Board Excellence	Leadership & Management
159	AX0159ACGE	Advanced Corporate Governance for Executives	Leadership & Management
160	AX0160TCLE	Transformational Change Leadership	Leadership & Management
161	AX0161LOCF	Leading Organisational Change: Frameworks and Practice	Leadership & Management
162	AX0162LSAG	Leadership Strategy: Aligning Leadership to Strategic Goals	Leadership & Management
163	AX0163GSVC	Governance, Strategy, and Value Creation	Leadership & Management
164	AX0164HPLE	High-Performance Leadership and Execution	Leadership & Management

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#	Course Code	Course Title	Section
165	AX0165LIGS	Leadership, Innovation, and Growth Strategy	Leadership & Management
166	AX0166DMST	Decision Making and Strategic Thinking	Leadership & Management
167	AX0167PMOE	Performance Management and Organisational Effectiveness	Leadership & Management
168	AX0168TLWD	Talent Leadership and Workforce Development	Leadership & Management
169	AX0169LCAI	Leadership Communication and Influence	Leadership & Management
170	AX0170NASM	Negotiation and Stakeholder Management	Leadership & Management
171	AX0171LAAT	Leadership Agility and Adaptive Thinking	Leadership & Management
172	AX0172CLAR	Crisis Leadership and Resilience	Leadership & Management
173	AX0173VFFL	Visionary and Future-Focused Leadership	Leadership & Management
174	AX0174SARL	Sustainable and Responsible Leadership	Leadership & Management
175	AX0175LHPT	Leading High-Performing Teams	Leadership & Management
176	AX0176SPAIE	Strategic Planning and Execution	Leadership & Management
177	AX0177LDAC	Leadership Development and Coaching	Leadership & Management
178	AX0178ELDM	Executive Leadership and Decision Making	Leadership & Management
179	AX0179LICE	Leadership in Complex Environments	Leadership & Management
180	AX0180MOCH	Managing Organisational Change	Leadership & Management
181	AX0181LPAB	Leadership Psychology and Behaviour	Leadership & Management
182	AX0182STFL	Strategic Thinking for Leaders	Leadership & Management
183	AX0183LABG	Leadership and Business Growth	Leadership & Management
184	AX0184BLCA	Building Leadership Capability	Leadership & Management
185	AX0185LFIN	Leadership for Innovation	Leadership & Management
186	AX0186LIAI	Leadership Impact and Influence	Leadership & Management
187	AX0187LWPV	Leading with Purpose and Vision	Leadership & Management
188	AX0188SHRM	Strategic Human Resource Management	Human Capital Management
189	AX0189TAWP	Talent Acquisition and Workforce Planning	Human Capital Management
190	AX0190PMED	Performance Management and Employee Development	Human Capital Management
191	AX0191CTRS	Compensation and Total Rewards Strategy	Human Capital Management
192	AX0192EEWC	Employee Engagement and Workplace Culture	Human Capital Management
193	AX0193HRDD	HR Analytics and Data-Driven Decision Making	Human Capital Management
194	AX0194LADE	Learning and Development Strategy	Human Capital Management
195	AX0195ODAC	Organisational Development and Change	Human Capital Management
196	AX0196DEIS	Diversity, Equity, and Inclusion Strategy	Human Capital Management
197	AX0197SPLD	Succession Planning and Leadership Development	Human Capital Management
198	AX0198WOTS	Workforce Transformation Strategy	Human Capital Management
199	AX0199HRPG	HR Policy and Governance	Human Capital Management
200	AX0200EWAP	Employee Wellbeing and Productivity	Human Capital Management
201	AX0201IRCM	Industrial Relations and Conflict Management	Human Capital Management
202	AX0202TRAE	Talent Retention and Engagement	Human Capital Management
203	AX0203HRBP	HR Business Partnering	Human Capital Management
204	AX0204LDTG	Leadership Development and Talent Growth	Human Capital Management
205	AX0205OCTR	Organisational Culture Transformation	Human Capital Management
206	AX0206HRSP	HR Strategy and Planning	Human Capital Management

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#	Course Code	Course Title	Section
207	AX0207MWFP	Managing Workforce Performance	Human Capital Management
208	AX0208AOSP	Advanced Office Management and Strategic Planning	Professional & Administrative Development
209	AX0209HIBC	High-Impact Business Communication	Professional & Administrative Development
210	AX0210ESCE	Executive Support and Coordination Excellence	Professional & Administrative Development
211	AX0211TMPP	Time Management and Personal Productivity	Professional & Administrative Development
212	AX0212PEWE	Professional Etiquette and Workplace Effectiveness	Professional & Administrative Development
213	AX0213ALOS	Administrative Leadership and Office Strategy	Professional & Administrative Development
214	AX0214DTWE	Digital Tools and Workplace Efficiency	Professional & Administrative Development
215	AX0215SCCO	Stakeholder Communication and Coordination	Professional & Administrative Development
216	AX0216PSDS	Problem Solving and Decision Support	Professional & Administrative Development
217	AX0217PEPG	Personal Effectiveness and Professional Growth	Professional & Administrative Development
218	AX0218EXAE	Executive Assistant Excellence	Professional & Administrative Development
219	AX0219OOWM	Office Operations and Workflow Management	Professional & Administrative Development
220	AX0220PCAI	Professional Communication and Influence	Professional & Administrative Development
221	AX0221APAE	Administrative Performance and Effectiveness	Professional & Administrative Development
222	AX0222WOAE	Workplace Organisation and Efficiency	Professional & Administrative Development
223	AX0223SFCA	Strategic Frameworks for Competitive Advantage	Strategy, Innovation & Policy
224	AX0224DIGS	Driving Innovation and Growth Strategy	Strategy, Innovation & Policy
225	AX0225BOSM	Blue Ocean Strategy for Market Leadership	Strategy, Innovation & Policy
226	AX0226DTCP	Design Thinking and Creative Problem Solving	Strategy, Innovation & Policy
227	AX0227PDED	Policy Design and Economic Development Strategy	Strategy, Innovation & Policy
228	AX0228VCSE	Value Creation and Strategic Execution	Strategy, Innovation & Policy
229	AX0229BPOM	Business Process Optimisation and Modelling	Strategy, Innovation & Policy
230	AX0230INSI	Innovation Strategy and Implementation	Strategy, Innovation & Policy
231	AX0231SPGA	Strategic Planning and Goal Achievement	Strategy, Innovation & Policy
232	AX0232OEPS	Organisational Excellence and Performance Strategy	Strategy, Innovation & Policy
233	AX0233CSMP	Competitive Strategy and Market Positioning	Strategy, Innovation & Policy
234	AX0234ILAS	Innovation Leadership and Strategy	Strategy, Innovation & Policy
235	AX0235STDM	Strategic Decision Making	Strategy, Innovation & Policy
236	AX0236POLI	Policy Analysis and Implementation	Strategy, Innovation & Policy
237	AX0237GRSE	Growth Strategy and Execution	Strategy, Innovation & Policy
238	AX0238ATIL	AI Transformation for Industry Leaders	Emerging & Future-Focused Themes
239	AX0239AIWS	AI Integration in the Workforce: Strategy and Practice	Emerging & Future-Focused Themes
240	AX0240GABP	Generative AI for Business Professionals	Emerging & Future-Focused Themes
241	AX0241AEGD	AI Ethics, Governance, and Responsible Deployment	Emerging & Future-Focused Themes
242	AX0242DLAI	Data-Driven Leadership and AI-Augmented Decision Making	Emerging & Future-Focused Themes
243	AX0243FWWT	Future of Work and Workforce Transformation	Emerging & Future-Focused Themes
244	AX0244APOP	AI-Powered Operations and Process Innovation	Emerging & Future-Focused Themes
245	AX0245DERG	Digital Economy Regulation and Governance	Emerging & Future-Focused Themes
246	AX0246SBSE	Sustainable Business Strategy and ESG	Emerging & Future-Focused Themes
247	AX0247TDBM	Technology-Driven Business Models and Innovation Ecosystems	Emerging & Future-Focused Themes



ABOUT AXIOM GROUP





ABOUT AXIOM GROUP

Axiom Group is a premier international professional services platform delivering seamless, integrated solutions across governance with deep expertise in organisational development, customer experience transformation, and human capital consulting, corporate strategy, enterprise risk management, financial architecture, accounting & tax advisory, internal & external audit coordination, legal & regulatory counsel, procurement optimization, and cutting-edge technology enablement.

Founded on the conviction that sustainable institutional success demands holistic rather than fragmented support, we partner with boards of directors, C-suite executives, institutional investors, family offices, private equity funds, and high-growth enterprises. Our clients operate across key sectors including financial services, energy & natural resources, technology & fintech, infrastructure, healthcare, manufacturing, and emerging markets. We maintain a global perspective, blending international best practices with deep localized insight to serve clients in Africa, North America, Europe, the Middle East, and frontier economies, with particular strength in dynamic markets. We work with corporate entities, public institutions, and regulated industries across Africa to build high-performing, service-drive

VISION

To promote Axiom Group as a global benchmark for professional service platforms, renowned for unwavering governance integrity, disciplined strategic execution, regulatory and procurement excellence, capital stewardship, and technology-forward innovation.

MISSION

To empower institutional leadership experience by delivering structured governance frameworks, intelligent strategy design, robust financial and procurement architecture, seamless regulatory alignment, and technology-enabled execution that drives sustainable performance and long-term value creation.

CORE VALUES

Integrity – We adhere rigorously to the highest ethical standards, ensuring full transparency, accountability, and principled conduct in every interaction.

Discipline – Institutions flourish through clear structure, rigorous processes, measured execution, and consistent follow-through.

Excellence – We deliver precision, superior quality, and uncompromising performance across all engagements.

Responsibility – Our advice prioritizes long-term institutional health, stakeholder value, and sustainable impact over short-term gains.

Independence – We provide objective, unbiased judgment rooted in data-driven analysis and free from external influence.

Innovation – We harness emerging technologies, data analytics, and AI to elevate decision-making and future-proof our clients' operations.



OUR TRAINING PROGRAMS

Axiom delivers high-impact, strategically designed training programmes that enable organisations to strengthen leadership capability, enhance operational performance, and drive sustainable transformation. Our approach combines global best practices with practical, context-driven solutions, ensuring that learning is aligned with organisational priorities and translates into measurable results. With a strong global footprint, Axiom delivers programmes across key international locations, drawing on a diverse network of world-class facilitators with extensive industry and cross-sector expertise. Our faculty comprises seasoned professionals and subject matter experts who bring real-world insight and global perspectives to every engagement.

We provide specialised programmes across critical sectors including leadership and management, banking and financial services, energy and infrastructure, technology and digital transformation, customer experience, and human capital development. Each programme is carefully curated to address real-world challenges, equipping participants with the strategic insight, practical tools, and leadership capabilities required to improve decision-making, optimise performance, and deliver value.

OUR TRAINING METHODOLOGY

Our methodology emphasises engagement, application, and impact. Through expert-led facilitation, case-based learning, and interactive sessions, participants gain not only knowledge but also the confidence to implement change within their organisations.

This approach ensures that our programmes go beyond knowledge transfer to deliver tangible improvements in efficiency, productivity, and organisational effectiveness. Axiom partners with organisations to deliver tailored learning experiences that strengthen institutional capacity and support transformation initiatives.

IMPACT AND OUTCOME

Our programmes are designed to deliver measurable impact by enhancing skills, improving performance, and strengthening organisational capability. We focus on enabling participants to apply learning directly within their roles, ensuring sustained value and long-term results. This document provides a detailed overview of the programmes we offer across various industries. All courses can be tailored and customised to meet specific client and organisational needs, ensuring relevance, flexibility, and maximum impact.

A smiling man in a dark blue suit, white shirt, and patterned tie stands with his arms crossed. The background features a low-angle view of several modern skyscrapers reaching towards a blue sky with light clouds. The text 'BANKING & FINANCE SERVICES' is overlaid on a dark blue rectangular area to the left of the man.

BANKING & FINANCE SERVICES

1. BANKING & FINANCIAL SERVICES

1. Strategic Banking and Financial Performance

Course Overview

This program equips banking professionals with the strategic frameworks needed to drive sustainable financial performance in an increasingly competitive and regulated environment. Participants explore how to align business strategy with financial objectives, manage institutional priorities, and lead performance transformation.

Target Audience

Senior banking executives, branch managers, strategy and planning officers, and banking professionals in leadership roles.

Key Learning Outcomes

- Develop and execute a comprehensive banking strategy aligned to institutional goals
- Apply financial performance frameworks to evaluate and improve profitability
- Lead strategic planning processes within a banking context
- Identify growth opportunities and manage competitive positioning
- Translate strategic priorities into operational banking performance

2. Risk and Compliance Management in Banking

Course Overview

A focused program on the identification, assessment, and management of risks inherent in banking operations. Participants develop skills to build robust compliance architectures, manage regulatory relationships, and embed a risk-aware culture across the institution.

Target Audience

Risk officers, compliance managers, internal auditors, and banking professionals responsible for governance and regulatory oversight.

Key Learning Outcomes

- Design and implement enterprise risk management frameworks for banking institutions
- Navigate regulatory requirements and manage compliance obligations effectively
- Build and lead risk-aware cultures across banking teams
- Apply risk assessment tools to credit, operational, and market exposures
- Strengthen internal controls and report on risk posture to senior management

3. Credit Risk Analysis and Lending Strategy

Course Overview

This course provides a deep dive into the principles and practices of credit risk assessment and lending strategy. Participants develop the analytical skills needed to evaluate borrower creditworthiness, structure lending products, and manage portfolio risk.

Target Audience

Credit analysts, loan officers, relationship managers, and risk professionals involved in lending decisions.

Key Learning Outcomes

- Conduct comprehensive credit analysis using financial and non-financial data
- Structure lending solutions that align risk appetite with commercial objectives
- Apply credit scoring models and risk rating systems effectively
- Manage credit portfolio quality and mitigate default risk
- Comply with lending regulations and internal credit governance standards

1. BANKING & FINANCIAL SERVICES Cont.

4. Digital Banking and Financial Innovation

Course Overview

Explores the disruptive forces reshaping the banking sector through digital innovation. Participants examine how financial institutions can adopt digital strategies, deploy new technologies, and compete with emerging fintech players while managing digital risk.

Target Audience

Banking strategists, technology leaders, innovation managers, and executives overseeing digital transformation in financial services.

Key Learning Outcomes

- Develop a digital banking strategy that aligns with institutional objectives
- Evaluate and deploy digital financial products and service channels
- Manage risks associated with digital transformation and cybersecurity
- Foster innovation cultures within regulated banking environments
- Benchmark against fintech and neobank competitive models

5. Corporate and Investment Banking Strategy

Course Overview

Designed for professionals in corporate and investment banking, this program covers the strategic, structural, and analytical dimensions of providing financial services to corporations, institutions, and governments. Topics include deal structuring, capital markets, and client relationship management.

Target Audience

Investment bankers, corporate finance professionals, relationship managers, and executives working in wholesale banking divisions.

Key Learning Outcomes

- Apply investment banking techniques to corporate finance mandates
- Structure and execute M&A, equity, and debt transactions
- Manage client relationships and business development in institutional banking
- Evaluate capital markets dynamics and their impact on banking strategy
- Lead transaction advisory and deal execution processes

6. Financial Modelling and Forecasting

Course Overview

A practical, hands-on program that builds advanced financial modelling and forecasting skills. Participants develop models for budgeting, valuation, scenario analysis, and strategic decision-making using real-world banking and corporate datasets.

Target Audience

Finance professionals, analysts, treasury officers, and planning teams who use quantitative tools in decision-making.

Key Learning Outcomes

- Build dynamic financial models for forecasting and scenario analysis
- Apply DCF, LBO, and comparable analysis techniques to valuation challenges
- Develop integrated income statement, balance sheet, and cash flow models
- Use Excel and financial tools to produce decision-quality outputs
- Communicate financial model outputs clearly to senior stakeholders



1. BANKING & FINANCIAL SERVICES **Cont.**

7. Treasury and Liquidity Management

Course Overview

This course addresses the critical functions of treasury management, including liquidity planning, funding strategy, interest rate risk, and cash management. Participants gain the skills to manage a treasury function effectively under varying market conditions.

Target Audience

Treasury managers, CFOs, finance directors, and banking professionals responsible for liquidity and capital management.

Key Learning Outcomes

- Manage short- and long-term liquidity positions in compliance with regulatory requirements
- Develop effective funding strategies across money market and capital market instruments
- Measure and manage interest rate and foreign exchange risk in the balance sheet
- Implement cash management frameworks to optimise institutional cash flow
- Report on treasury performance and risk to board and senior management

8. Fraud Risk and Financial Crime Prevention

Course Overview

Provides a comprehensive understanding of financial crime typologies, fraud risk management frameworks, and anti-money laundering controls. Participants develop skills to detect, prevent, and respond to financial crime threats across banking operations.

Target Audience

Compliance officers, fraud analysts, risk managers, internal auditors, and financial crime specialists.

Key Learning Outcomes

- Identify and assess fraud risks across retail, corporate, and digital banking channels
- Design and implement AML and financial crime compliance programmes
- Apply transaction monitoring and suspicious activity reporting frameworks
- Conduct fraud investigations using forensic and analytical techniques
- Build institutional culture and awareness around financial crime prevention

9. Banking Operations and Process Excellence

Course Overview

Focuses on improving operational efficiency, quality, and resilience across banking processes. Participants apply process improvement methodologies to reduce costs, minimise errors, and enhance service delivery in core banking operations.

Target Audience

Operations managers, branch managers, process improvement specialists, and banking professionals managing back-office functions.

Key Learning Outcomes

- Map and analyse banking processes to identify inefficiencies and risks
- Apply Lean and Six Sigma tools to banking operations improvement
- Design scalable and resilient operational processes for high-volume environments
- Manage change in banking operations and lead process transformation
- Measure and report on operational performance using KPIs and dashboards

1. BANKING & FINANCIAL SERVICES **Cont.**

10. Customer Experience in Banking

Course Overview

Examines how banks can build differentiated customer experiences across digital and physical channels. Participants explore customer journey design, service innovation, and the cultural and structural shifts needed to become customer-centric banking institutions.

Target Audience

Branch managers, customer experience professionals, marketing leaders, and banking executives focused on retail and commercial client strategy.

Key Learning Outcomes

- Map and redesign customer journeys across banking touchpoints
- Develop customer experience strategies that build loyalty and advocacy
- Apply voice of the customer methodologies to drive service improvements
- Lead organisational change towards a customer-centric banking culture
- Measure the financial and operational impact of customer experience initiatives

11. FinTech Strategy and Digital Payments

Course Overview

Covers the strategic and operational dimensions of fintech and digital payments innovation. Participants examine the competitive landscape, technology platforms, regulatory frameworks, and strategic options available to traditional banks and new entrants.

Target Audience

Banking strategists, product managers, digital transformation leaders, and executives working at the intersection of finance and technology.

Key Learning Outcomes

- Evaluate the competitive and regulatory landscape for fintech and digital payments
- Develop a fintech strategy that complements or disrupts traditional banking models
- Assess digital payment infrastructure options including mobile money, real-time payments, and blockchain
- Manage partnerships and integrations with fintech ecosystem participants
- Identify monetisation opportunities within digital financial services

12. Wealth and Asset Management Strategies

Course Overview

Covers the principles and practice of wealth and asset management from strategy to client delivery. Topics include portfolio construction, risk profiling, regulatory compliance, and the management of high-net-worth client relationships.

Target Audience

Wealth managers, private bankers, investment advisors, and professionals in asset management firms or banking wealth divisions.

Key Learning Outcomes

- Develop investment strategies aligned to client risk profiles and financial goals
- Construct and manage diversified portfolios across asset classes
- Navigate regulatory requirements in wealth management and fiduciary obligations
- Build and manage high-net-worth client relationships with professionalism and trust
- Evaluate alternative investments and ESG-aligned portfolio options

1. BANKING & FINANCIAL SERVICES **Cont.**

13. Trade Finance and Structured Lending

Course Overview

Provides a comprehensive overview of trade finance instruments, structured lending techniques, and the role of banks in facilitating international commerce. Participants develop competency in designing and managing trade finance solutions.

Target Audience

Trade finance officers, corporate bankers, relationship managers, and professionals supporting international business clients.

Key Learning Outcomes

- Apply letters of credit, guarantees, and documentary collection instruments
- Structure commodity finance and asset-backed lending transactions
- Assess country and counterparty risk in cross-border trade transactions
- Manage compliance requirements in trade finance, including sanctions and AML
- Develop trade finance product offerings aligned to client business needs

14. Regulatory Compliance and Governance in Banking

Course Overview

This course equips participants with the knowledge and frameworks to navigate the complex regulatory landscape governing banks. It covers governance structures, board responsibilities, regulatory reporting, and the management of supervisory relationships.

Target Audience

Board members, compliance directors, legal advisors, and senior executives responsible for regulatory governance in banking institutions.

Key Learning Outcomes

- Understand the global and local regulatory frameworks applicable to banking operations
- Design governance structures that satisfy regulatory expectations and promote accountability
- Manage relationships with banking supervisors and regulatory authorities
- Implement regulatory change management programmes within financial institutions
- Report on compliance performance and governance health to board and executive committees

15. Sustainable Finance and ESG Integration

Course Overview

Addresses the growing imperative for banks to integrate environmental, social, and governance considerations into lending, investment, and operational decisions. Participants develop the skills to build ESG strategies and align financial flows to sustainable outcomes.

Target Audience

Risk officers, strategists, investment managers, and banking executives engaged in sustainability strategy and responsible finance.

Key Learning Outcomes

- Develop and implement sustainable finance frameworks aligned to global standards
- Integrate ESG risk assessment into credit analysis and portfolio management
- Design green financial products and sustainable lending programmes
- Meet ESG disclosure obligations and report on sustainable finance performance
- Engage internal and external stakeholders on sustainability commitments

1. BANKING & FINANCIAL SERVICES **Cont.**

16. Retail Banking Transformation Strategy

Course Overview

Examines how retail banks can transform their business models in response to changing customer expectations, digital disruption, and competitive pressures. Participants develop skills to lead branch network optimisation, digital channel migration, and product innovation.

Target Audience

Retail banking executives, branch network managers, digital banking leaders, and strategy teams in consumer-facing banks.

Key Learning Outcomes

- Develop a retail banking transformation strategy with clear milestones and KPIs
- Lead branch network redesign and physical-to-digital channel migration
- Innovate retail banking product offerings for diverse customer segments
- Manage change and stakeholder resistance during transformation programmes
- Measure transformation outcomes using financial and customer experience metrics

17. Corporate Credit and Risk Structuring

Course Overview

An advanced programme focused on the analysis, structuring, and management of corporate credit facilities. Participants apply credit risk frameworks to complex corporate transactions, including syndications, leveraged finance, and project finance.

Target Audience

Corporate credit analysts, relationship managers, risk officers, and senior bankers working on large and complex credit exposures.

Key Learning Outcomes

- Analyse corporate financial statements and business models for credit quality
- Structure senior, subordinated, and mezzanine credit facilities for corporate clients
- Apply risk rating models and credit approval processes for complex transactions
- Manage watchlist and non-performing corporate credit portfolios
- Navigate syndication markets and manage participations in shared credit facilities

18. Banking Data Analytics and Insights

Course Overview

Explores the application of data analytics to banking strategy, risk management, and customer insights. Participants develop skills to harness structured and unstructured data to drive better decisions across retail, corporate, and risk functions.

Target Audience

Data analysts, strategy teams, digital banking professionals, and executives seeking to build data-driven banking capabilities.

Key Learning Outcomes

- Apply data analytics tools and techniques to banking business challenges
- Develop customer segmentation models and predictive analytics for retail banking
- Use data to identify and manage credit risk, fraud, and operational risk
- Build data governance frameworks and manage data quality in banking systems
- Present data-driven insights clearly to business and executive stakeholders

1. BANKING & FINANCIAL SERVICES **Cont.**

19. Loan Portfolio and Risk Optimisation

Course Overview

Covers the strategic and technical dimensions of managing a loan portfolio for performance and risk balance. Topics include portfolio diversification, concentration risk management, stress testing, and provisioning strategies.

Target Audience

Portfolio managers, risk officers, credit committee members, and banking executives with oversight of loan book performance.

Key Learning Outcomes

- Develop a loan portfolio strategy aligned to risk appetite and return objectives
- Measure and manage portfolio concentration, sector, and geographic risk
- Apply stress testing and scenario analysis to portfolio risk assessment
- Optimise provisioning levels and manage impaired assets effectively
- Report on portfolio health and performance to board and regulators

20. Financial Inclusion and Access Strategy

Course Overview

Examines how banks, fintechs, and development finance institutions can expand access to financial services for underserved populations. Participants develop strategies for sustainable financial inclusion that balance commercial viability with social impact.

Target Audience

Strategy professionals, development bankers, product managers, regulators, and executives in organisations committed to expanding financial access.

Key Learning Outcomes

- Design financial products and delivery models for underserved market segments
- Develop agent banking and mobile money strategies for last-mile reach
- Measure financial inclusion impact using quantitative and qualitative frameworks
- Navigate regulatory environments that govern inclusive finance programmes
- Build partnerships with government, NGOs, and technology providers for inclusion at scale

21. Digital Lending and Credit Innovation

Course Overview

Covers the emerging landscape of digital lending platforms, algorithmic credit assessment, and alternative data-driven lending models. Participants develop skills to design, launch, and manage digital credit products responsibly.

Target Audience

Product managers, risk officers, fintech innovators, and banking professionals developing digital credit offerings.

Key Learning Outcomes

- Design digital lending products that balance customer access with risk management
- Apply alternative data and machine learning models to credit underwriting
- Manage digital loan origination, disbursement, and collections platforms
- Ensure consumer protection and regulatory compliance in digital lending
- Evaluate performance of digital credit portfolios and iterate product design

1. BANKING & FINANCIAL SERVICES **Cont.**

22. Asset Liability Management

Course Overview

A technical programme on the management of a bank's balance sheet to optimise the balance between assets and liabilities. Topics include interest rate risk, liquidity management, funds transfer pricing, and ALCO governance.

Target Audience

Treasury professionals, ALM specialists, risk managers, CFOs, and members of asset and liability management committees.

Key Learning Outcomes

- Manage interest rate risk in the banking book using gap analysis and duration modelling
- Develop and execute funding and liquidity strategies aligned to regulatory requirements
- Implement funds transfer pricing frameworks to measure business unit profitability
- Govern the ALCO process and produce high-quality management information
- Stress test the balance sheet under liquidity and interest rate shock scenarios

23. Banking Performance and Profitability Strategy

Course Overview

Equips banking executives and managers with the tools to measure, manage, and improve financial performance. Participants examine profitability drivers at the institutional, business unit, product, and customer levels.

Target Audience

Senior banking managers, finance directors, strategy professionals, and business unit heads responsible for performance outcomes.

Key Learning Outcomes

- Decompose banking profitability and identify the key drivers of value creation
- Apply performance management frameworks and balanced scorecards in banking
- Optimise pricing, cost management, and capital allocation for profitability
- Lead performance review cycles and drive accountability in banking teams
- Develop strategic responses to profitability challenges and competitive pressures

24. Financial Market Instruments and Strategy

Course Overview

Provides a thorough grounding in the range of financial market instruments used by banks and their clients. Topics include equities, bonds, derivatives, foreign exchange, and commodities, with a focus on strategic use in risk management and investment.

Target Audience

Treasury professionals, investment bankers, wealth managers, and finance teams involved in financial markets activity.

Key Learning Outcomes

- Understand the mechanics and pricing of key financial market instruments
- Apply derivatives and structured products for hedging and risk management
- Navigate foreign exchange and interest rate markets for institutional purposes
- Manage regulatory obligations in financial market transactions
- Develop client-facing market strategies and investment solutions

1. BANKING & FINANCIAL SERVICES

25. Banking Relationship Management

Course Overview

Focuses on the skills, strategies, and behaviours needed to build and maintain high-value banking relationships with corporate, institutional, and individual clients. Participants develop their commercial acumen and relationship management toolkit.

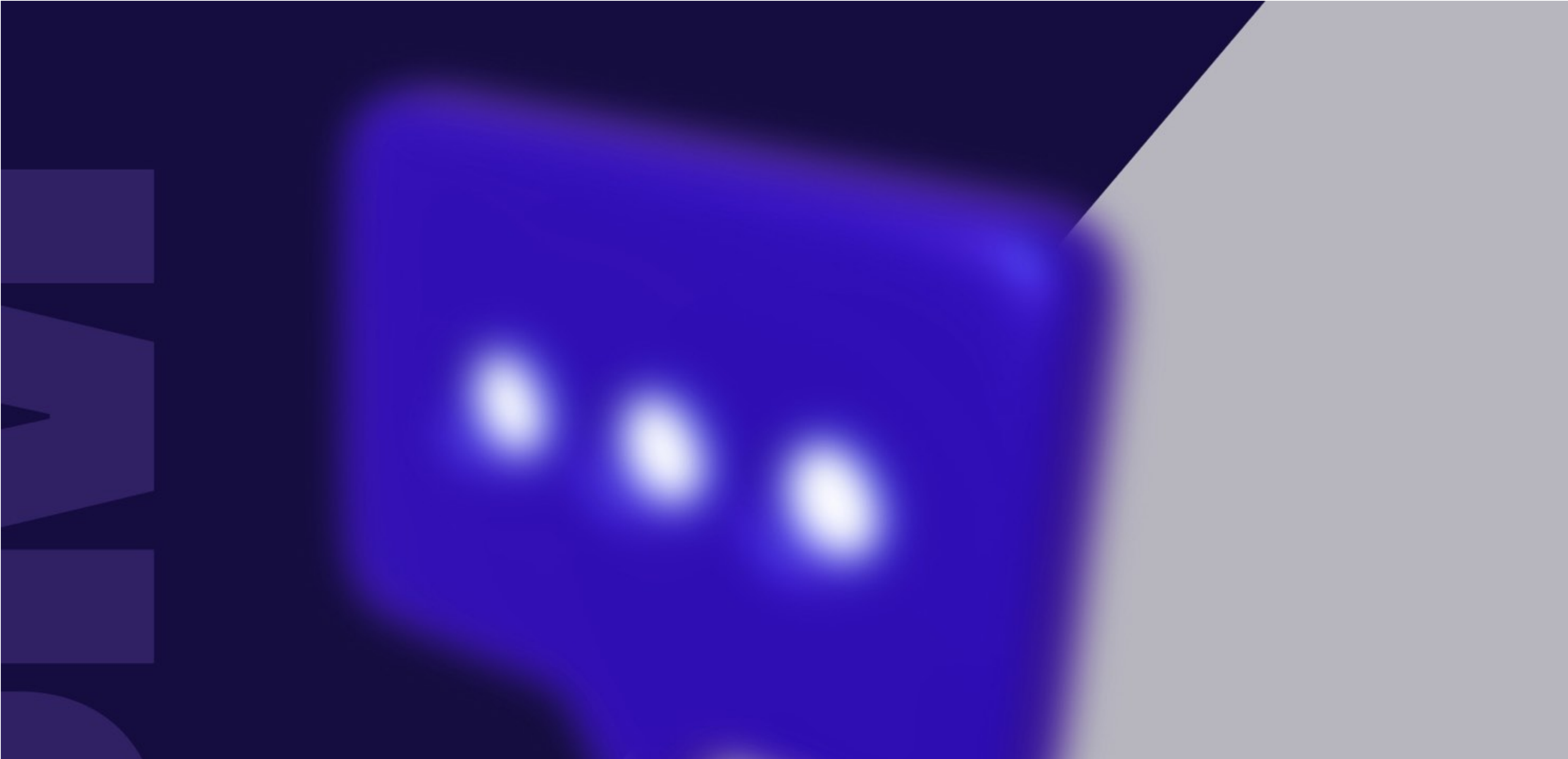
Target Audience

Relationship managers, corporate bankers, account managers, and banking professionals who manage client portfolios.

Key Learning Outcomes

- Build and maintain deep, trust-based relationships with banking clients
- Identify and develop cross-selling and upselling opportunities across the product suite
- Manage complex client needs and deliver tailored financial solutions
- Handle difficult client conversations and resolve service issues professionally
- Grow and retain a profitable banking client portfolio





CUSTOMER SERVICES & EXPERIENCE



2. CUSTOMER SERVICE & EXPERIENCE

26. Customer Experience Strategy and Transformation

Course Overview

A strategic programme that equips leaders with the frameworks to design and execute enterprise-wide customer experience transformation. Participants learn how to align the entire organisation around delivering consistently exceptional customer experiences.

Target Audience

CX directors, marketing leaders, operations managers, and executives responsible for driving customer-centric transformation.

Key Learning Outcomes

- Develop a customer experience strategy with clear vision and measurable goals
- Map the end-to-end customer journey and identify critical pain points and moments of truth
- Align organisational structure, culture, and processes to deliver the target CX
- Build business cases for CX investments and measure return on experience
- Lead CX transformation programmes across complex, multi-stakeholder organisations

27. Service Excellence and Customer Engagement

Course Overview

Builds the skills and mindset needed to deliver consistently excellent service and deep customer engagement. Participants explore service standards, engagement techniques, and how to turn service interactions into relationship-building opportunities.

Target Audience

Customer service teams, frontline staff, team leaders, and service managers across public and private sector organisations.

Key Learning Outcomes

- Apply service excellence standards consistently across customer interactions
- Use engagement techniques to build rapport, trust, and customer loyalty
- Handle varied and demanding service situations with confidence and professionalism
- Measure service quality and respond to customer feedback constructively
- Develop a personal commitment to service excellence and continuous improvement

28. Managing Customer Relationships and Loyalty

Course Overview

Focuses on the long-term management of customer relationships to maximise retention, loyalty, and lifetime value. Participants explore relationship management frameworks, loyalty programme design, and the drivers of customer defection.

Target Audience

Account managers, CRM professionals, marketing teams, and customer-facing managers seeking to deepen client relationships.

Key Learning Outcomes

- Identify the drivers of customer loyalty and the key risk factors for defection
- Design customer relationship management strategies tailored to different segments
- Develop and manage loyalty and retention programmes with clear commercial impact
- Use CRM systems and data to deepen customer insight and personalise engagement
- Measure relationship strength and loyalty using NPS and customer lifetime value metrics

2. CUSTOMER SERVICE & EXPERIENCE **Cont.**

29. Handling Complex Customer Interactions

Course Overview

Equips service professionals with the skills to manage challenging, sensitive, and high-stakes customer interactions. Participants develop techniques for de-escalation, empathy, resolution, and professional recovery in difficult situations.

Target Audience

Frontline service staff, call centre agents, complaints handlers, and customer service managers dealing with complex customer needs.

Key Learning Outcomes

- Apply de-escalation and active listening techniques in tense customer situations
- Navigate emotionally charged interactions with empathy and professionalism
- Resolve complex complaints through structured problem-solving and clear communication
- Maintain composure and personal resilience when managing difficult customers
- Convert negative service experiences into positive outcomes and relationship recovery

30. Customer-Centric Culture and Service Delivery

Course Overview

Addresses the cultural foundations of great customer service. Participants explore how organisations build, sustain, and embed customer-centric values and behaviours across all functions, not just frontline teams.

Target Audience

HR professionals, culture and change specialists, senior managers, and executives seeking to institutionalise customer focus.

Key Learning Outcomes

- Diagnose the current state of customer-centric culture and identify gaps
- Design culture change programmes that embed customer focus as a core organisational value
- Align leadership behaviours, HR systems, and internal communications to support CX culture
- Measure cultural progress and sustain momentum through ongoing reinforcement
- Lead teams in a way that inspires customer-focused thinking at every level

31. Complaint Resolution and Service Recovery

Course Overview

Examines the principles and best practices of complaint management and service recovery. Participants learn how to transform negative customer experiences into opportunities for trust-building and loyalty.

Target Audience

Complaints managers, frontline teams, quality assurance professionals, and service leaders across all industries.

Key Learning Outcomes

- Apply a structured, empathetic approach to complaint resolution
- Identify root causes of service failures and implement systemic corrective actions
- Communicate effectively with customers during service recovery processes
- Use complaint data and trends to drive continuous service improvement
- Build complaint management frameworks that comply with regulatory requirements

2. CUSTOMER SERVICE & EXPERIENCE **Cont.**

32. Omnichannel Customer Experience Management

Course Overview

Explores how organisations can deliver seamless, consistent customer experiences across digital and physical channels. Participants develop strategies for channel integration, data consistency, and journey orchestration in omnichannel environments.

Target Audience

Digital CX managers, operations leaders, marketing professionals, and executives managing multi-channel customer engagement.

Key Learning Outcomes

- Design omnichannel customer journeys that are seamless and channel-consistent
- Integrate digital and physical touchpoints for a unified brand experience
- Use customer data across channels to personalise and improve the experience
- Manage technology and platform integrations supporting omnichannel delivery
- Measure and optimise performance across channels using CX analytics

33. CRM Strategy and Customer Insights

Course Overview

Builds strategic competency in customer relationship management, combining CRM system capabilities with deep customer analytics to generate actionable insights. Participants learn how to turn data into decisions that improve customer outcomes.

Target Audience

CRM managers, marketing analysts, digital strategy teams, and business leaders seeking to leverage customer data.

Key Learning Outcomes

- Develop and implement a CRM strategy aligned to commercial and CX goals
- Use CRM data and analytics to segment customers and personalise engagement
- Design automated customer journeys and trigger-based communications within CRM systems
- Measure CRM programme effectiveness using retention, conversion, and revenue metrics
- Build data governance and privacy practices into CRM strategy and operations

34. Frontline Service Leadership

Course Overview

Focuses on the skills required to lead frontline service teams effectively. Participants develop leadership competencies to coach, motivate, and develop their teams to consistently deliver high-quality service.

Target Audience

Team leaders, supervisors, and frontline service managers in customer-facing roles across all sectors.

Key Learning Outcomes

- Lead frontline teams with clarity, confidence, and coaching capability
- Set clear service standards and hold teams accountable for performance
- Motivate and develop service staff to build long-term engagement and capability
- Manage team performance data and use it to drive improvement conversations
- Handle operational challenges while maintaining team morale and service quality



CUSTOMER SERVICES & EXPERIENCE

2. CUSTOMER SERVICE & EXPERIENCE **Cont.**

35. Customer Retention and Value Management

Course Overview

Covers the strategies, frameworks, and interventions needed to retain customers and manage their value over time. Participants examine the economics of retention, churn prediction, and value-based customer management approaches.

Target Audience

Customer success managers, marketing professionals, commercial strategists, and executives focused on growth through retention.

Key Learning Outcomes

- Analyse customer retention economics and quantify the value of reducing churn
- Build predictive models to identify at-risk customers before they defect
- Design targeted retention interventions based on customer value and behaviour
- Develop value-based pricing and reward strategies for key customer segments
- Measure retention performance and set improvement targets at team and organisational level

36. Customer Satisfaction Measurement and Analytics

Course Overview

Provides a rigorous approach to measuring customer satisfaction, understanding what drives it, and using insight to improve service. Participants explore survey design, analysis, interpretation, and action planning.

Target Audience

CX analysts, quality managers, insight professionals, and service leaders responsible for satisfaction measurement programmes.

Key Learning Outcomes

- Design customer satisfaction measurement frameworks using CSAT, NPS, and CES
- Develop surveys and measurement tools that generate reliable, actionable data
- Analyse satisfaction data to uncover drivers and identify priority improvement areas
- Communicate customer insight findings effectively to internal stakeholders
- Close the loop with customers and translate insights into service improvements

37. Service Innovation and Experience Design

Course Overview

Introduces design thinking and service design methodologies to create innovative customer experiences. Participants develop skills in ideation, prototyping, and testing to reimagine services from the customer's perspective.

Target Audience

Service designers, innovation managers, product teams, and CX professionals interested in human-centred design approaches.

Key Learning Outcomes

- Apply design thinking and service design processes to CX challenges
- Facilitate co-creation workshops with customers and internal stakeholders
- Develop and test prototypes of new service concepts rapidly and cost-effectively
- Map and redesign service blueprints to improve backstage and frontstage processes
- Embed an innovation mindset and iterative improvement culture within service teams

2. CUSTOMER SERVICE & EXPERIENCE **Cont.**

38. Digital Customer Engagement Strategy

Course Overview

Addresses how organisations engage customers through digital channels to build relationships, drive transactions, and support loyalty. Topics include digital content strategy, personalisation, social media engagement, and digital channel management.

Target Audience

Digital marketing professionals, CX teams, social media managers, and executives overseeing digital customer engagement programmes.

Key Learning Outcomes

- Develop a digital customer engagement strategy aligned to business objectives
- Design personalised digital experiences that resonate with target customer segments
- Manage digital touchpoints including web, app, email, social, and messaging channels
- Measure digital engagement using analytics tools and interpret behavioural data
- Adapt digital engagement strategies in response to platform changes and customer feedback

39. Building Customer-Centric Organisations

Course Overview

Examines the organisational design, governance, and cultural prerequisites for becoming a genuinely customer-centric institution. Participants explore how strategy, structure, systems, and leadership must align to place the customer at the centre.

Target Audience

Senior executives, strategy teams, HR leaders, and change professionals driving customer-centricity at an enterprise level.

Key Learning Outcomes

- Assess the current level of customer-centricity across the organisation
- Design organisational structures that support end-to-end customer accountability
- Align performance management systems to reward customer-centric behaviours
- Build governance frameworks that institutionalise the customer voice in decision-making
- Lead enterprise-wide programmes to shift from product-centric to customer-centric operations

40. Customer Communication and Influence

Course Overview

Develops the communication skills needed to engage, persuade, and influence customers positively. Participants explore verbal, written, and digital communication techniques and how to adapt their style to different customer contexts.

Target Audience

Customer-facing professionals, account managers, sales teams, and anyone seeking to improve their communication with external stakeholders.

Key Learning Outcomes

- Apply structured communication frameworks to improve clarity and impact in customer interactions
- Adapt communication style to match customer personality, culture, and communication preferences
- Write professional customer-facing communications including emails, proposals, and reports
- Use storytelling and persuasion techniques to present ideas and solutions compellingly
- Handle sensitive customer conversations and deliver messages with tact and professionalism

2. CUSTOMER SERVICE & EXPERIENCE **Cont.**

41. Managing High-Volume Service Environments

Course Overview

Focuses on the operational and leadership challenges of managing service quality in high-volume environments such as call centres, branches, and service hubs. Participants develop skills in capacity planning, queue management, and team performance.

Target Audience

Operations managers, call centre leaders, service hub managers, and team leaders managing large customer service teams.

Key Learning Outcomes

- Manage service capacity and staffing levels to meet demand while controlling cost
- Apply queue management and workflow tools to optimise service throughput
- Maintain quality standards in high-volume, high-pressure service environments
- Develop team resilience and wellbeing strategies for frontline service staff
- Use operational data to continuously improve efficiency and customer satisfaction

42. Personalised Customer Experience Strategy

Course Overview

Examines how organisations use data, technology, and human insight to deliver personalised experiences at scale. Participants develop frameworks for personalisation strategy, data ethics, and the technology enablers that make it possible.

Target Audience

CX strategists, digital marketers, data analysts, and executives seeking to use personalisation to drive competitive advantage.

Key Learning Outcomes

- Develop a personalisation strategy grounded in customer data and business goals
- Apply segmentation and propensity modelling to personalise offers and communications
- Navigate data privacy and ethical considerations in personalisation programmes
- Select and configure technology platforms that enable personalisation at scale
- Measure the commercial impact of personalisation initiatives and optimise performance

43. Service Quality and Continuous Improvement

Course Overview

Provides a systematic approach to measuring, managing, and continuously improving service quality. Participants apply quality management principles and improvement methodologies to create organisations that consistently exceed customer expectations.

Target Audience

Quality managers, service improvement leads, operations professionals, and team leaders committed to raising service standards.

Key Learning Outcomes

- Apply service quality frameworks including SERVQUAL to measure and manage standards
- Use root cause analysis and improvement methodologies to address service failures
- Develop a culture of continuous improvement within service teams
- Design service improvement programmes with clear targets, timelines, and accountability
- Sustain quality improvement gains through governance, measurement, and team capability

2. CUSTOMER SERVICE & EXPERIENCE **Cont.**

44. Customer Journey Mapping and Optimisation

Course Overview

Provides hands-on skills in mapping, analysing, and optimising customer journeys across all touchpoints. Participants develop journey maps that reveal pain points, moments of truth, and opportunities to create differentiated experiences.

Target Audience

CX professionals, marketing teams, operations managers, and product developers working to improve the customer experience.

Key Learning Outcomes

- Develop accurate and insight-rich customer journey maps across key personas
- Identify pain points, emotion curves, and critical moments that shape customer perception
- Prioritise improvement opportunities based on customer impact and commercial value
- Redesign journey stages using service design principles and cross-functional collaboration
- Measure journey performance over time and track the impact of improvement interventions

45. Customer Value and Lifecycle Management

Course Overview

Explores how organisations identify, grow, and maximise the value of customers across their full lifecycle. Topics include acquisition economics, development strategies, retention triggers, and the management of declining customers.

Target Audience

Marketing strategists, CRM managers, commercial directors, and customer analytics professionals.

Key Learning Outcomes

- Calculate and segment customer value using lifetime value and profitability models
- Design onboarding programmes that accelerate customer value in the early lifecycle stages
- Develop targeted strategies for customer development, upselling, and cross-selling
- Manage customer decline and reactivation programmes with evidence-based interventions
- Report on customer portfolio health and lifecycle performance to leadership teams



FINANCE & ACCOUNTING



3. FINANCE & ACCOUNTING

46. Strategic Financial Management and Control

Course Overview

Develops the strategic financial management competencies needed to lead a finance function that adds real institutional value. Participants integrate financial strategy with corporate objectives, capital decisions, and performance management frameworks.

Target Audience

CFOs, finance directors, senior finance managers, and professionals transitioning into strategic finance leadership roles.

Key Learning Outcomes

- Develop and execute financial strategies aligned to corporate and institutional goals
- Lead the finance function as a strategic partner to the board and executive leadership
- Apply capital structure theory to optimise debt, equity, and retained earnings decisions
- Design financial control frameworks that prevent mismanagement and drive accountability
- Report on financial strategy, performance, and risk to senior governance bodies

47. Budgeting, Forecasting, and Cost Optimisation

Course Overview

Equips finance professionals with advanced skills in budgeting cycles, forecasting methodologies, and cost management. Participants develop the analytical and stakeholder management skills to lead robust planning processes.

Target Audience

Budget managers, finance planners, department heads, and professionals involved in annual planning and performance management cycles.

Key Learning Outcomes

- Design and manage the annual budget process from planning to approval
- Apply rolling forecasting and scenario modelling techniques to improve planning accuracy
- Identify and execute cost reduction and optimisation initiatives without compromising value
- Develop variance analysis frameworks and manage budget performance reviews
- Engage non-finance stakeholders in the budgeting and financial planning process

48. Financial Reporting and Performance Analysis

Course Overview

Provides advanced skills in preparing, analysing, and interpreting financial reports for internal and external stakeholders. Participants develop the ability to draw strategic insights from financial data and communicate them with impact.

Target Audience

Financial accountants, management accountants, analysts, and professionals responsible for financial reporting in any sector.

Key Learning Outcomes

- Prepare financial statements in accordance with IFRS and applicable reporting standards
- Perform ratio analysis, trend analysis, and benchmarking to interpret financial performance
- Develop management reporting packs that present performance clearly to decision-makers
- Identify and communicate financial risks and opportunities embedded in the numbers
- Support audit and regulatory reporting requirements with accurate and timely submissions

3. FINANCE & ACCOUNTING **Cont.**

49. Corporate Finance and Investment Strategy

Course Overview

Covers the principles of corporate finance and their application to investment decisions, capital allocation, and value creation. Participants examine DCF analysis, portfolio theory, and the strategic dimensions of corporate financial management.

Target Audience

Corporate finance professionals, strategy teams, investment managers, and executives making capital allocation decisions.

Key Learning Outcomes

- Apply corporate finance principles to evaluate investment opportunities
- Use DCF, IRR, and payback analysis to assess and compare capital projects
- Develop optimal capital structures that balance cost, risk, and strategic flexibility
- Assess acquisition and divestiture opportunities using financial analysis and strategic criteria
- Communicate investment recommendations clearly to boards and investment committees

50. Internal Audit and Financial Governance

Course Overview

Equips internal audit professionals and governance officers with the knowledge to run effective audit functions and strengthen financial governance across institutions. Topics include risk-based auditing, audit planning, and governance frameworks.

Target Audience

Internal auditors, audit committee members, compliance officers, and finance professionals responsible for governance and assurance.

Key Learning Outcomes

- Design and execute risk-based internal audit plans aligned to institutional risk priorities
- Apply audit techniques to assess the effectiveness of financial controls and processes
- Report audit findings clearly and constructively to management and audit committees
- Manage the internal audit function with professionalism, independence, and credibility
- Contribute to enterprise risk management and governance improvement initiatives

51. Cash Flow and Working Capital Management

Course Overview

Provides a practical framework for managing cash flow and optimising the components of working capital. Participants develop skills to improve cash conversion cycles, manage receivables and payables, and ensure adequate liquidity.

Target Audience

Finance managers, treasury professionals, CFOs, and operational leaders responsible for managing organisational cash and working capital.

Key Learning Outcomes

- Develop cash flow forecasting models that provide reliable visibility of future cash positions
- Optimise working capital by managing inventory, receivables, and payables effectively
- Implement cash management strategies and banking arrangements to maximise liquidity
- Identify and address cash flow risks before they become organisational crises
- Report on working capital performance and drive improvement through cross-functional collaboration

3. FINANCE & ACCOUNTING Cont.

52. Financial Risk and Compliance Management

Course Overview

Addresses the identification, measurement, and management of financial risks including market risk, credit risk, and operational risk. Participants build compliance frameworks and risk management practices that protect institutional financial integrity.

Target Audience

Risk managers, compliance professionals, finance directors, and senior executives overseeing financial risk governance.

Key Learning Outcomes

- Identify and assess the full spectrum of financial risks facing the organisation
- Design risk management frameworks that align to institutional risk appetite and regulatory requirements
- Monitor and report on key financial risk indicators to senior management and boards
- Manage compliance obligations across tax, reporting, and financial regulation
- Integrate financial risk management into strategic planning and capital allocation processes

53. Business Valuation and Financial Decision Making

Course Overview

Develops rigorous valuation skills and the ability to make high-quality financial decisions under uncertainty. Participants apply multiple valuation methodologies and decision frameworks to mergers, acquisitions, investments, and divestitures.

Target Audience

Investment professionals, M&A advisors, strategy teams, and finance executives involved in transactions or major capital decisions.

Key Learning Outcomes

- Apply DCF, comparable company, and precedent transaction analysis to business valuation
- Assess and challenge valuation assumptions, sensitivities, and ranges
- Integrate strategic and financial criteria in major investment and acquisition decisions
- Develop and present business cases for significant financial commitments
- Manage the financial due diligence process for M&A and investment transactions

54. Tax Strategy and Regulatory Compliance

Course Overview

Equips finance and tax professionals with the frameworks to develop effective tax strategies while maintaining full regulatory compliance. Topics include direct and indirect taxation, transfer pricing, and international tax planning.

Target Audience

Tax managers, CFOs, finance directors, and professionals responsible for tax compliance and planning in corporate or institutional settings.

Key Learning Outcomes

- Develop an integrated tax strategy that minimises liability while maintaining compliance
- Navigate direct and indirect tax obligations across relevant jurisdictions
- Apply transfer pricing rules to related-party transactions in multinational contexts
- Manage relationships with tax authorities and respond to audits and enquiries
- Stay current with evolving tax regulations and assess their impact on the organisation

3. FINANCE & ACCOUNTING Cont.

55. Digital Finance and Financial Transformation

Course Overview

Examines how digital technology is transforming the finance function from back-office processor to strategic advisor. Participants explore automation, AI, cloud systems, and the cultural changes required to lead finance transformation.

Target Audience

Finance directors, CFOs, digital transformation leaders, and finance professionals seeking to modernise their teams and systems.

Key Learning Outcomes

- Develop a digital finance strategy and technology roadmap for the finance function
- Evaluate and implement ERP, automation, and data analytics tools for finance operations
- Redesign finance processes to leverage digital tools and reduce manual intervention
- Lead cultural and capability change within finance teams during digital transformation
- Measure the value delivered by digital finance investments and communicate it to leadership

56. Cost Management and Efficiency Strategy

Course Overview

Provides a strategic approach to managing organisational costs and improving efficiency without sacrificing quality or capability. Participants develop skills in cost analysis, benchmarking, and the design and execution of cost reduction programmes.

Target Audience

Finance managers, operations leaders, cost controllers, and executives responsible for managing organisational efficiency.

Key Learning Outcomes

- Conduct a comprehensive cost analysis to identify inefficiencies and cost drivers
- Benchmark organisational costs against industry peers and best-in-class standards
- Design and implement cost reduction programmes with measurable, sustainable outcomes
- Manage the people and change dimensions of cost efficiency programmes effectively
- Monitor cost performance using KPIs and ensure accountability for efficiency targets

57. Financial Planning and Forecasting

Course Overview

Develops advanced skills in integrated financial planning and dynamic forecasting. Participants build planning models that link operational assumptions to financial outcomes and improve the quality of forward-looking analysis.

Target Audience

Finance planners, management accountants, FP&A professionals, and managers responsible for financial planning cycles.

Key Learning Outcomes

- Build integrated financial plans that link strategic objectives to financial projections
- Apply driver-based modelling to improve the logic and accuracy of financial forecasts
- Develop scenario and sensitivity analyses to stress-test financial plans
- Manage the FP&A cycle efficiently and engage business partners in planning processes
- Present financial plans and forecasts to senior leadership with clarity and confidence

3. FINANCE & ACCOUNTING **Cont.**

58. Capital Investment and Project Finance

Course Overview

Covers the assessment, structuring, and management of capital investment decisions and project finance transactions. Participants develop the analytical and governance skills to manage capital programmes from feasibility through completion.

Target Audience

Project finance professionals, capital expenditure managers, infrastructure teams, and investment decision-makers.

Key Learning Outcomes

- Apply financial analysis tools to evaluate capital investment proposals rigorously
- Structure project finance transactions using appropriate debt and equity combinations
- Conduct risk assessments for large capital projects and develop mitigation strategies
- Manage capital project governance, reporting, and stakeholder communication
- Evaluate post-completion performance against original investment case assumptions

59. Financial Control Systems and Processes

Course Overview

Examines the design and management of financial control systems that safeguard organisational assets and ensure accurate reporting. Topics include internal controls, segregation of duties, reconciliation, and financial process governance.

Target Audience

Finance managers, controllers, internal auditors, and professionals responsible for financial systems integrity.

Key Learning Outcomes

- Design internal control frameworks that prevent fraud, error, and misstatement
- Implement and test key financial controls across the revenue, expenditure, and reporting cycles
- Identify and remediate control weaknesses identified through audit or internal review
- Develop financial process documentation and embed control awareness in finance teams
- Report on the effectiveness of the financial control environment to management and auditors

60. Public Sector Financial Management

Course Overview

Addresses the unique financial management challenges of public sector organisations. Topics include public budgeting, fiscal accountability, government accounting standards, and public financial management reform.

Target Audience

Government finance officers, public sector accountants, treasury officials, and professionals working in publicly funded institutions.

Key Learning Outcomes

- Navigate public financial management frameworks and government accounting standards
- Develop and manage public sector budgets with transparency and accountability
- Apply fiscal discipline and efficiency principles to public resource allocation
- Comply with public procurement and expenditure regulations effectively
- Report on public financial performance to oversight bodies and the public



3. FINANCE & ACCOUNTING **Cont.**

61. Procurement and Financial Oversight

Course Overview

Provides an integrated approach to procurement governance and financial oversight. Participants develop skills to align procurement decisions with financial strategy, manage supplier contracts, and ensure value for money.

Target Audience

Finance professionals, procurement officers, contract managers, and executives with oversight of organisational spending.

Key Learning Outcomes

- Apply financial analysis to procurement decisions and supplier evaluation
- Develop procurement policies and controls that ensure accountability and value for money
- Manage contract financial performance and enforce contractual obligations
- Integrate procurement data into financial planning and reporting processes
- Strengthen financial oversight of third-party expenditure and outsourced services

62. Forensic Accounting and Fraud Analysis

Course Overview

Develops the technical skills needed to investigate financial fraud, irregularities, and disputes. Participants apply forensic accounting techniques to detect, document, and report on financial misconduct.

Target Audience

Forensic accountants, internal auditors, compliance professionals, investigators, and legal advisors involved in financial disputes or fraud investigations.

Key Learning Outcomes

- Apply forensic accounting techniques to identify and document financial fraud
- Analyse financial records for evidence of manipulation, misappropriation, and concealment
- Manage fraud investigations from discovery through to resolution and reporting
- Present forensic findings clearly and professionally to legal, management, and regulatory audiences
- Build fraud prevention frameworks that reduce vulnerability to financial misconduct



3. FINANCE & ACCOUNTING Cont.

63. Revenue Assurance and Financial Integrity

Course Overview

Addresses the processes and frameworks that organisations use to ensure all revenue is accurately recognised, collected, and protected. Participants develop skills to identify revenue leakage and build robust revenue assurance programmes.

Target Audience

Revenue assurance managers, finance professionals, auditors, and operations teams in revenue-intensive industries such as telecoms, utilities, and financial services.

Key Learning Outcomes

- Identify sources of revenue leakage across billing, collections, and recognition processes
- Design and implement revenue assurance frameworks and controls
- Use data analytics to detect anomalies and risks in revenue streams
- Manage revenue reconciliation processes and resolve disputes efficiently

64. Financial Performance and KPI Management

Course Overview

Equips participants with the skills to define, measure, and manage financial performance through a well-designed KPI framework. Participants develop performance scorecards and management reporting tools that drive accountability.

Target Audience

Finance managers, strategy teams, department heads, and executives responsible for performance management in their organisations.

Key Learning Outcomes

- Define and select financial KPIs that are meaningful, measurable, and aligned to strategy
- Develop performance scorecards and dashboards that provide clear decision-making information
- Facilitate performance review conversations using financial data constructively
- Identify performance gaps and develop targeted improvement plans
- Embed a performance management culture that drives accountability and continuous improvement

3. FINANCE & ACCOUNTING Cont.

65. Debt and Capital Structure Management

Course Overview

Examines the theory and practice of managing an organisation's debt portfolio and optimising its capital structure. Participants develop skills in debt structuring, covenant management, credit rating optimisation, and refinancing strategy.

Target Audience

CFOs, treasury professionals, corporate finance teams, and executives responsible for managing organisational debt and financing strategy.

Key Learning Outcomes

- Analyse and optimise the capital structure to balance cost, risk, and strategic flexibility
- Develop a debt management strategy covering issuance, refinancing, and maturity management
- Negotiate and manage debt covenants and lender relationships
- Monitor credit ratings and develop strategies to maintain or improve them
- Prepare and execute debt financing transactions including bonds, loans, and hybrid instruments

66. Financial Compliance and Ethics

Course Overview

Addresses the ethical foundations of financial practice and the compliance obligations that professionals must navigate. Participants examine professional ethics frameworks, regulatory requirements, and the consequences of non-compliance.

Target Audience

Finance professionals, accountants, auditors, and anyone in a financial role with responsibility for compliance and ethical conduct.

Key Learning Outcomes

- Apply professional ethics frameworks to financial decision-making and practice
- Navigate key financial compliance obligations across reporting, taxation, and regulation
- Identify and respond to ethical dilemmas in finance with integrity and professionalism
- Build a culture of financial compliance and ethical behaviour within teams
- Understand the consequences of financial misconduct and the role of the individual in prevention



3. FINANCE & ACCOUNTING **Cont.**

67. Strategic Cost Reduction

Course Overview

Provides a structured approach to identifying and executing strategic cost reduction initiatives that deliver sustainable savings. Participants learn how to prioritise cost reduction opportunities, build business cases, and manage the associated change.

Target Audience

Finance directors, operations leaders, cost management professionals, and executives tasked with reducing organisational expenditure.

Key Learning Outcomes

- Diagnose the cost structure of the organisation to identify reduction opportunities
- Prioritise cost reduction initiatives based on financial impact, feasibility, and risk
- Build compelling business cases for strategic cost reduction investments
- Lead cost reduction programmes while managing people, morale, and capability risks
- Track and report cost savings to leadership and sustain financial discipline over time

68. Financial Modelling for Decision Making

Course Overview

Builds practical financial modelling skills with a focus on decision support. Participants develop models for investment appraisal, business planning, scenario analysis, and strategic choices using a decision-oriented approach.

Target Audience

Analysts, finance managers, strategy professionals, and any decision-maker who builds or interprets financial models.

Key Learning Outcomes

- Structure financial models clearly and logically to support specific business decisions
- Apply modelling best practices for readability, auditability, and version control
- Build scenario and sensitivity models to test assumptions and manage uncertainty
- Develop investment appraisal models for capex, acquisitions, and project finance decisions
- Present model outputs effectively to non-technical leadership and stakeholder audiences

69. Financial Data Analytics

Course Overview

Applies data analytics to finance functions, enabling professionals to extract actionable insights from large financial datasets. Participants develop analytical skills using modern tools to improve planning, forecasting, and performance management.

Target Audience

Finance analysts, management accountants, FP&A teams, and finance professionals looking to upskill in data-driven analysis.

Key Learning Outcomes

- Apply data analytics tools and techniques to common finance function challenges
- Clean, transform, and analyse large financial datasets to generate meaningful insights
- Build automated financial reports and dashboards that improve decision-making speed
- Use statistical and predictive techniques to improve forecast accuracy
- Present data-driven financial insights to senior leadership in a compelling way

3. FINANCE & ACCOUNTING **Cont.**

70. Corporate Financial Strategy

Course Overview

An executive-level programme on the development and execution of corporate financial strategy. Participants integrate corporate finance theory with strategic management to make decisions about growth, capital, and value creation.

Target Audience

CFOs, CEOs, board members, strategy directors, and senior executives responsible for corporate financial direction.

Key Learning Outcomes

- Develop a corporate financial strategy that creates sustainable shareholder and stakeholder value
- Evaluate strategic options through a financial lens including organic growth, M&A, and restructuring
- Manage investor and board relationships around financial strategy and performance
- Lead major financial strategy initiatives including capital raises, divestitures, and restructurings
- Communicate financial strategy persuasively to internal and external stakeholders





MARKETING & BUSINESS DEVELOPMENT

4. MARKETING & BUSINESS DEVELOPMENT

71. Strategic Marketing and Brand Positioning

Course Overview

Equips marketing leaders with the frameworks to develop and execute strategies that build strong brand positions and drive sustainable competitive advantage. Participants integrate market intelligence, customer insight, and brand strategy into a coherent marketing plan.

Target Audience

Marketing directors, brand managers, CMOs, and senior professionals responsible for marketing strategy and brand management.

Key Learning Outcomes

- Develop an integrated marketing strategy aligned to corporate objectives
- Apply brand positioning frameworks to differentiate the organisation in competitive markets
- Translate market and customer insight into actionable strategic marketing plans
- Allocate marketing resources for maximum impact across channels and segments
- Measure the effectiveness of marketing strategy against brand equity and commercial outcomes

72. Digital Marketing and Growth Strategy

Course Overview

Covers the full spectrum of digital marketing disciplines with a focus on driving measurable growth. Participants develop digital marketing strategies that leverage SEO, paid media, content, social, and analytics to acquire and retain customers.

Target Audience

Digital marketers, growth managers, marketing teams, and business leaders seeking to maximise digital marketing ROI.

Key Learning Outcomes

- Develop an integrated digital marketing strategy spanning key digital channels
- Apply SEO, SEM, and paid media techniques to drive targeted traffic and conversions
- Create content marketing strategies that build authority and engage audiences
- Use marketing analytics and attribution to measure and optimise digital campaign performance
- Scale digital marketing investment based on data-driven growth insights

73. Market Intelligence and Competitive Analysis

Course Overview

Develops skills in gathering, analysing, and applying market intelligence to strategic decision-making. Participants build competitive analysis frameworks, identify market trends, and translate insight into strategic responses.

Target Audience

Strategy professionals, marketing analysts, business development managers, and executives making market entry or competitive strategy decisions.

Key Learning Outcomes

- Design and implement a market intelligence system that provides ongoing strategic insight
- Conduct competitive analysis to map the competitive landscape and identify threats and opportunities
- Apply market segmentation and sizing methodologies to evaluate market potential
- Translate market intelligence into strategic recommendations with clear commercial implications
- Communicate intelligence findings clearly to leadership and strategy teams

4. MARKETING & BUSINESS DEVELOPMENT **Cont.**

74. Sales Strategy and Revenue Growth

Course Overview

Provides a strategic framework for designing and managing sales strategies that deliver consistent revenue growth. Participants examine sales model design, pipeline management, territory planning, and the management of high-performing sales teams.

Target Audience

Sales directors, commercial managers, revenue leaders, and professionals responsible for building and executing sales strategies.

Key Learning Outcomes

- Design a sales strategy and go-to-market model appropriate to the target market
- Develop pipeline management systems and sales forecasting processes
- Build and manage high-performing sales teams with clear targets and accountability
- Apply consultative selling and value-based selling methodologies
- Measure commercial performance and drive continuous improvement in sales productivity

75. Customer Acquisition and Retention Strategy

Course Overview

Covers the design and execution of strategies that acquire new customers profitably and retain them over the long term. Participants examine acquisition economics, channel strategy, retention triggers, and the management of the full customer lifecycle.

Target Audience

Marketing professionals, commercial directors, growth strategists, and executives with responsibility for customer base management.

Key Learning Outcomes

- Develop a customer acquisition strategy that is cost-efficient and commercially sustainable
- Design targeted acquisition campaigns across digital and traditional channels
- Build retention strategies that reduce churn and increase customer lifetime value
- Integrate acquisition and retention data to manage the full customer lifecycle effectively
- Measure acquisition and retention performance using relevant financial and marketing KPIs

76. Product and Pricing Strategy

Course Overview

Examines how organisations develop, manage, and price their product and service portfolios to maximise commercial performance. Topics include product lifecycle management, portfolio strategy, pricing models, and value communication.

Target Audience

Product managers, commercial strategists, pricing professionals, and executives with responsibility for the product and pricing agenda.

Key Learning Outcomes

- Develop a product portfolio strategy that serves distinct market segments profitably
- Apply product lifecycle management techniques from launch to rationalisation
- Design pricing strategies that reflect value, competitive positioning, and commercial goals
- Conduct price sensitivity analysis to optimise pricing decisions
- Communicate product value and pricing rationale effectively to customers and internal teams

4. MARKETING & BUSINESS DEVELOPMENT **Cont.**

77. Marketing Analytics and Performance

Course Overview

Develops the analytical skills needed to measure, evaluate, and improve marketing performance. Participants learn how to apply data analytics to marketing decisions, build performance dashboards, and make evidence-based recommendations.

Target Audience

Marketing analysts, performance managers, digital marketing teams, and professionals seeking to build stronger analytical capability within marketing.

Key Learning Outcomes

- Build marketing measurement frameworks that link activity to commercial outcomes
- Apply analytics tools to evaluate campaign, channel, and audience performance
- Develop marketing dashboards that provide real-time performance visibility to leadership
- Use A/B testing and experimentation to optimise marketing decisions
- Translate marketing analytics outputs into clear, actionable recommendations

78. Business Development and Strategic Partnerships

Course Overview

Equips business development professionals with the skills to identify, pursue, and convert strategic growth opportunities through partnerships, new markets, and client acquisition. Topics include opportunity assessment, partnership structuring, and negotiation.

Target Audience

Business development managers, commercial directors, partnership managers, and executives leading growth strategy.

Key Learning Outcomes

- Identify and prioritise business development opportunities using a structured opportunity framework
- Develop partnership strategies that create mutual value and competitive advantage
- Build and manage business development pipelines with clear qualification and conversion criteria
- Negotiate partnership and commercial agreements with confidence and strategic clarity
- Measure business development performance and manage BD teams for consistent results

79. Corporate Communication and Brand Management

Course Overview

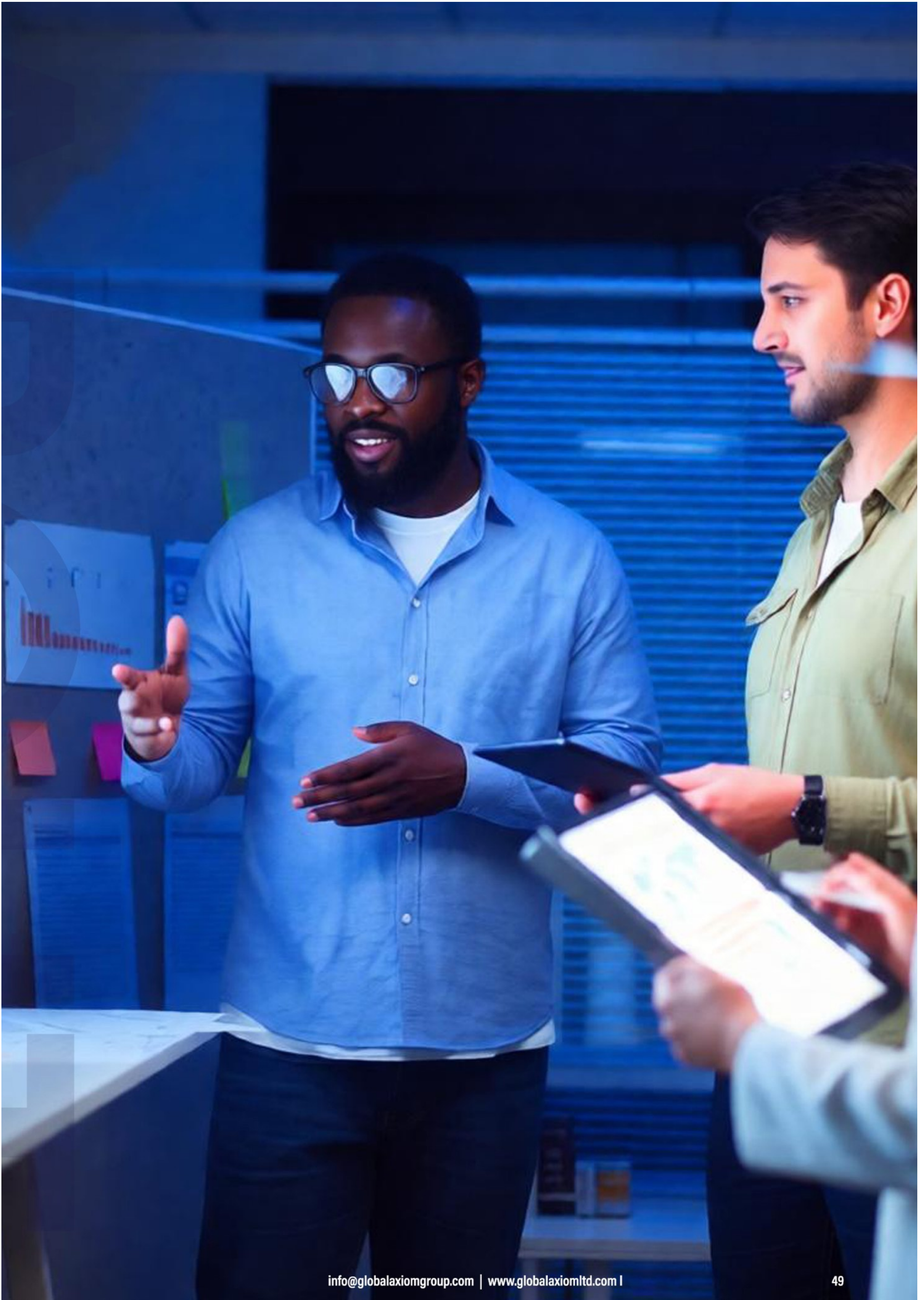
Covers the strategic dimensions of corporate communication and brand management. Participants develop skills to manage the organisation's reputation, communicate with diverse stakeholder audiences, and build a coherent brand narrative.

Target Audience

Corporate communications managers, PR professionals, brand directors, and executives responsible for external and internal communications.

Key Learning Outcomes

- Develop an integrated corporate communications strategy aligned to brand and business objectives
- Manage media relations, public affairs, and stakeholder communication programmes
- Design and implement internal communication strategies that engage and align employees
- Protect and enhance brand reputation through proactive and responsive communication
- Manage crisis communications with speed, clarity, and credibility



4. MARKETING & BUSINESS DEVELOPMENT **Cont.**

80. Customer Journey and Engagement Strategy

Course Overview

Connects marketing strategy to the customer journey, ensuring that every touchpoint builds engagement, trust, and commercial value. Participants develop end-to-end engagement strategies that align marketing, sales, and service.

Target Audience

Marketing strategists, CX professionals, commercial teams, and executives focused on building long-term customer engagement.

Key Learning Outcomes

- Map the full customer journey from awareness to advocacy and identify engagement opportunities
- Design engagement strategies that align touchpoints across marketing, sales, and service
- Apply personalisation and content strategies to deepen engagement at each journey stage
- Measure journey performance and engagement quality using digital and behavioural data
- Optimise the customer journey continuously using insight and iterative improvement

81. Growth Marketing and Expansion Strategy

Course Overview

Examines growth marketing techniques and expansion strategies that enable organisations to scale rapidly and sustainably. Participants apply growth frameworks, experiment-driven approaches, and international expansion models.

Target Audience

Growth marketers, scale-up leaders, commercial directors, and executives developing market expansion and growth strategies.

Key Learning Outcomes

- Apply growth marketing frameworks to identify and exploit scalable growth opportunities
- Design and run growth experiments to test and validate new channels and tactics
- Develop market expansion strategies for new geographies and customer segments
- Build growth teams with the right skills, culture, and operating rhythm
- Measure growth marketing performance and allocate investment based on evidence-based results

82. Market Entry and Expansion Strategy

Course Overview

Provides a rigorous approach to evaluating and entering new markets, whether geographically, through new segments, or via new product launches. Participants apply market entry frameworks, risk assessment, and competitive strategy tools.

Target Audience

Strategy directors, business development professionals, commercial leaders, and executives making market entry decisions.

Key Learning Outcomes

- Evaluate new market opportunities using structured market assessment frameworks
- Select appropriate market entry modes including organic, partnership, acquisition, or franchise
- Develop a market entry plan with commercial projections, milestones, and risk mitigation
- Navigate regulatory and competitive barriers in new markets effectively
- Manage the execution and performance of market entry programmes to successful establishment

4. MARKETING & BUSINESS DEVELOPMENT **Cont.**

83. Strategic Sales and Negotiation

Course Overview

Builds advanced sales and negotiation capabilities for professionals managing complex, high-value commercial relationships. Topics include consultative selling, value creation, negotiation strategy, and managing multi-stakeholder deals.

Target Audience

Senior sales professionals, account managers, commercial directors, and executives responsible for major deals and negotiations.

Key Learning Outcomes

- Apply advanced consultative and value-based selling methodologies to complex sales situations
- Develop and execute negotiation strategies that create and capture value effectively
- Manage multi-stakeholder sales processes and navigate complex buying committees
- Handle objections, concessions, and deadlocks with confidence and strategic discipline
- Close major deals while preserving long-term commercial relationships

84. Brand Equity and Market Positioning

Course Overview

Focuses on the measurement, management, and growth of brand equity. Participants develop strategies to build strong brands, manage brand positioning in competitive markets, and measure the financial value of brand assets.

Target Audience

Brand managers, marketing directors, CMOs, and executives responsible for brand strategy and investment decisions.

Key Learning Outcomes

- Measure brand equity using quantitative and qualitative research methodologies
- Develop brand positioning strategies that create clear and compelling market differentiation
- Build brand architecture frameworks for organisations with complex brand portfolios
- Manage brand investment decisions with a return-on-brand-equity mindset
- Protect and extend brand equity through licensing, co-branding, and brand extension strategies

85. Customer Insights and Behaviour Analysis

Course Overview

Develops skills in gathering, analysing, and applying deep customer insight to marketing and commercial decisions. Participants explore quantitative and qualitative research methods and the application of behavioural science to customer strategy.

Target Audience

Market researchers, insight analysts, product teams, and marketing professionals seeking to make better use of customer data.

Key Learning Outcomes

- Design and conduct customer research using both qualitative and quantitative methodologies
- Apply behavioural economics and psychology principles to understand customer decision-making
- Analyse customer data to identify trends, needs, and unmet opportunities
- Translate customer insight into actionable recommendations for product, marketing, and service teams
- Communicate customer research findings to diverse internal audiences with impact

4. MARKETING & BUSINESS DEVELOPMENT **Cont.**

86. Marketing Innovation and Strategy

Course Overview

Examines how organisations innovate their marketing strategies to stay ahead of market change and competitive disruption. Participants explore innovation frameworks, emerging channels, and the process of developing breakthrough marketing ideas.

Target Audience

Marketing directors, innovation leads, senior marketers, and executives seeking to drive marketing transformation.

Key Learning Outcomes

- Apply innovation frameworks to identify new marketing opportunities and approaches
- Develop experimental marketing strategies and manage the innovation portfolio
- Evaluate emerging channels, technologies, and platforms for marketing potential
- Build an innovation culture within marketing teams that supports calculated risk-taking
- Measure the impact of marketing innovation and scale successful experiments into mainstream practice

87. Relationship Marketing and Customer Value

Course Overview

Addresses the shift from transactional to relationship-based marketing strategies. Participants develop skills to build long-term customer relationships that create mutual value, deepen loyalty, and drive profitable growth.

Target Audience

CRM professionals, marketing managers, key account managers, and executives building long-term customer relationship strategies.

Key Learning Outcomes

- Develop a relationship marketing strategy grounded in customer lifetime value principles
- Design customer engagement programmes that build trust, loyalty, and advocacy
- Apply CRM tools and data to deepen and personalise customer relationships at scale
- Manage key accounts with a structured, value-adding relationship management approach
- Measure relationship strength and commercial value using appropriate marketing metrics

88. Digital Branding and Online Presence

Course Overview

Covers the strategic management of a brand's digital identity and online presence. Participants develop skills in digital brand strategy, online content management, social media brand building, and reputation management in digital environments.

Target Audience

Brand managers, digital marketing professionals, communications teams, and executives overseeing digital brand strategy.

Key Learning Outcomes

- Develop a digital brand strategy that is consistent with overall brand positioning
- Manage the organisation's presence across websites, social media, and digital platforms
- Create and curate digital content that reflects brand values and engages target audiences
- Monitor and manage online brand reputation using social listening and analytics tools
- Build digital brand equity through consistent, compelling, and authentic digital communication



4. MARKETING & BUSINESS DEVELOPMENT **Cont.**

89. Strategic Business Development

Course Overview

Provides a comprehensive framework for designing and executing business development strategies that drive institutional growth. Participants integrate market development, product development, and partnership strategies into a coherent business development plan.

Target Audience

Business development directors, commercial executives, and senior professionals responsible for driving enterprise growth.

Key Learning Outcomes

- Develop a strategic business development plan with clear targets and execution roadmap
- Build and manage a business development pipeline using structured qualification criteria
- Identify and evaluate growth opportunities across markets, products, and channels
- Lead business development teams and hold them accountable for outcomes
- Negotiate and close business development opportunities with strategic confidence

90. Sales Performance and Pipeline Management

Course Overview

Focuses on the operational and analytical dimensions of managing sales performance and building healthy commercial pipelines. Participants develop skills in pipeline analysis, forecasting, performance coaching, and sales process improvement.

Target Audience

Sales managers, commercial directors, revenue operations professionals, and executives responsible for sales performance.

Key Learning Outcomes

- Design and manage a sales pipeline with clear stages, criteria, and velocity metrics
- Apply pipeline analytics to forecast revenue accurately and identify conversion risks
- Coach sales team members to improve performance at each stage of the sales process
- Develop sales performance management frameworks with clear KPIs and accountability
- Use CRM and sales enablement tools to improve pipeline visibility and team productivity



POWER & ENERGY

5. POWER & ENERGY

91. Strategic Management in the Power Sector

Course Overview

Equips energy sector executives and managers with the strategic tools to lead organisations through the complex challenges facing the power industry. Topics include sector reform, competitive strategy, and the management of regulated utility businesses.

Target Audience

Power sector executives, utility managers, energy regulators, and professionals in senior management roles in the power and electricity sector.

Key Learning Outcomes

- Develop and execute corporate strategy in the context of a regulated power sector
- Navigate the political, regulatory, and competitive dynamics of the energy market
- Manage the strategic trade-offs between financial performance and public service obligations
- Lead organisational transformation in power utilities undergoing reform
- Communicate energy strategy to boards, regulators, and stakeholders effectively

92. Energy Policy, Regulation, and Governance

Course Overview

Covers the policy, regulatory, and governance frameworks that shape the energy sector. Participants develop skills to engage with energy policy processes, manage regulatory relationships, and design governance structures appropriate for the sector.

Target Audience

Energy policymakers, regulators, senior executives in energy companies, and professionals engaged with energy sector governance.

Key Learning Outcomes

- Understand and navigate energy regulatory frameworks across key global markets
- Engage effectively in energy policy development and consultation processes
- Design governance structures for energy companies that balance accountability and performance
- Manage regulatory relationships with energy authorities and government ministries
- Assess the impact of policy and regulatory changes on energy sector strategy and operations

93. Renewable Energy and Sustainability Strategy

Course Overview

Addresses the strategic, technical, and financial dimensions of transitioning to renewable energy. Participants develop the skills to plan, evaluate, and manage renewable energy projects and develop sustainability strategies for energy organisations.

Target Audience

Energy executives, sustainability managers, project developers, and professionals involved in renewable energy strategy or investment.

Key Learning Outcomes

- Develop a renewable energy strategy aligned to organisational and national sustainability goals
- Evaluate the financial and technical viability of solar, wind, hydro, and other renewable options
- Navigate the regulatory and permitting environment for renewable energy development
- Develop financing strategies for renewable energy projects including green bonds and blended finance
- Measure and report on sustainability performance in line with international standards

5. POWER & ENERGY Cont.

94. Power Generation and Distribution Management

Course Overview

Provides operational and managerial competency in managing power generation and distribution assets. Topics include plant operations, maintenance strategy, asset performance, and grid management.

Target Audience

Power plant managers, distribution engineers, technical operations leaders, and utility executives responsible for generation and grid assets.

Key Learning Outcomes

- Manage power generation assets for reliability, efficiency, and cost-effectiveness
- Apply preventive and predictive maintenance strategies to extend asset life and minimise downtime
- Oversee distribution network operations and manage grid reliability obligations
- Manage operational risks in power generation and distribution environments
- Report on operational and technical performance to management and regulators

95. Energy Economics and Market Dynamics

Course Overview

Examines the economic principles that underpin energy markets, including pricing mechanisms, supply and demand dynamics, and the economics of energy transition. Participants develop skills in energy market analysis and economic modelling.

Target Audience

Energy economists, analysts, planners, and professionals in commercial, regulatory, or advisory roles in the energy sector.

Key Learning Outcomes

- Apply energy economics frameworks to understand and forecast energy market dynamics
- Analyse energy pricing mechanisms including wholesale markets, tariffs, and cost-of-service regulation
- Assess the economic implications of energy transition on markets, consumers, and producers
- Develop energy demand and supply projections using economic modelling techniques
- Communicate energy economic analysis to technical and non-technical stakeholder audiences

96. Oil and Gas Operations Management

Course Overview

Provides a comprehensive overview of operations management in the upstream, midstream, and downstream oil and gas sector. Topics include production operations, HSE, logistics, and the management of complex oil and gas assets.

Target Audience

Operations managers, engineers, project leaders, and professionals managing oil and gas production and processing assets.

Key Learning Outcomes

- Manage oil and gas production operations effectively across the full value chain
- Apply HSE standards and safety management systems to oil and gas operations
- Optimise production performance and manage reservoir decline through operational excellence
- Manage oil and gas logistics, including pipeline, shipping, and storage operations
- Govern operational risk and ensure compliance with environmental and safety regulations

5. POWER & ENERGY Cont.

97. Energy Risk and Asset Management

Course Overview

Addresses the identification, assessment, and management of risks in energy organisations, including market, operational, and strategic risk. Participants develop asset management strategies to optimise the performance of energy infrastructure portfolios.

Target Audience

Risk managers, asset managers, technical directors, and senior energy executives responsible for risk and infrastructure governance.

Key Learning Outcomes

- Identify and assess the full spectrum of risks facing energy organisations
- Develop enterprise risk management frameworks appropriate to the energy sector
- Apply asset management principles to optimise energy infrastructure performance and value
- Manage decommissioning, life extension, and capital investment decisions for energy assets
- Report on energy risk and asset performance to boards, regulators, and investors

98. Smart Grid and Digital Energy Systems

Course Overview

Examines the digital transformation of energy systems through smart grid technologies, automation, and data-driven operations. Participants explore the architecture, economics, and governance of digital energy infrastructure.

Target Audience

Energy technologists, grid operators, digital transformation leaders, and executives managing the transition to smart energy systems.

Key Learning Outcomes

- Understand the architecture and components of smart grid and digital energy systems
- Evaluate the business case for smart grid investment and digitisation of energy infrastructure
- Manage the implementation of smart metering, demand response, and grid automation programmes
- Address cybersecurity risks in digital energy systems and critical infrastructure
- Develop digital energy strategies that improve efficiency, reliability, and customer experience

99. Energy Project Planning and Execution

Course Overview

Covers the full lifecycle of energy project management from feasibility and planning through to commissioning and handover. Participants develop skills to manage complex energy projects on time, within budget, and to specification.

Target Audience

Project managers, engineers, development professionals, and executives responsible for capital projects in the energy sector.

Key Learning Outcomes

- Apply project management methodologies to energy project planning and execution
- Develop project plans, resource plans, and cost estimates for energy infrastructure projects
- Manage energy project stakeholders including government, communities, and financiers
- Identify and mitigate project risks across technical, financial, and regulatory dimensions
- Commission and hand over energy assets with full documentation and performance verification

5. POWER & ENERGY **Cont.**

100. Sustainable Energy Transition Strategy

Course Overview

Provides a strategic framework for managing the energy transition from fossil fuels to cleaner energy sources. Participants explore transition pathways, policy drivers, technology options, and the management of just transition challenges.

Target Audience

Energy executives, policy advisors, sustainability leaders, and professionals involved in planning and managing energy sector decarbonisation.

Key Learning Outcomes

- Develop an energy transition strategy that balances decarbonisation, security, and affordability
- Evaluate the role of different technologies in the transition including storage, hydrogen, and renewables
- Navigate the political and social dimensions of a just transition
- Engage with investors, regulators, and communities on the energy transition agenda
- Measure and report on energy transition progress using recognised frameworks and metrics

101. Electricity Market Design and Regulation

Course Overview

Examines how electricity markets are designed, regulated, and reformed. Participants develop deep understanding of market structures, pricing mechanisms, and the regulatory frameworks that govern electricity market participants.

Target Audience

Energy regulators, market designers, utility executives, and policy professionals engaged with electricity market reform.

Key Learning Outcomes

- Understand the design principles and trade-offs in different electricity market structures
- Analyse the performance of electricity markets using economic and regulatory metrics
- Manage participation in electricity wholesale and ancillary services markets
- Engage in electricity market design and reform processes at a policy level
- Assess the impact of market design on investment incentives, reliability, and consumer outcomes

102. Utility Performance and Efficiency Management

Course Overview

Addresses the management of utility performance and the pursuit of efficiency improvement in energy organisations. Participants develop frameworks for performance measurement, benchmarking, and the management of operational efficiency programmes.

Target Audience

Utility executives, operational managers, performance analysts, and professionals driving efficiency in energy and infrastructure organisations.

Key Learning Outcomes

- Develop utility performance management frameworks with meaningful KPIs and accountability structures
- Benchmark utility performance against national and international best practice comparators
- Design and execute efficiency improvement programmes that deliver measurable cost reduction
- Manage the people and cultural dimensions of utility performance transformation
- Report on utility performance to regulators, investors, and government stakeholders





5. POWER & ENERGY **Cont.**

103. Energy Data Analytics and Forecasting

Course Overview

Applies data analytics and forecasting techniques to energy management, planning, and operations. Participants develop skills to analyse energy consumption data, forecast demand, and use data to drive operational and commercial decisions.

Target Audience

Energy analysts, data scientists, planning teams, and professionals in energy management or operations roles.

Key Learning Outcomes

- Apply data analytics tools to energy consumption, generation, and market data
- Develop energy demand forecasting models using statistical and machine learning techniques
- Build energy dashboards and reporting tools for operational and management use
- Use predictive analytics to optimise energy procurement, dispatch, and asset management
- Communicate data-driven energy insights to technical and non-technical stakeholders

104. Environmental Compliance and Sustainability

Course Overview

Addresses the environmental compliance obligations and sustainability management requirements facing energy organisations. Participants develop skills to manage environmental risk, comply with regulations, and develop sustainability strategies.

Target Audience

Environmental managers, sustainability professionals, regulatory compliance officers, and executives in energy and industrial organisations.

Key Learning Outcomes

- Identify and assess environmental compliance obligations applicable to energy operations
- Develop environmental management systems aligned to ISO 14001 and sector-specific standards
- Manage pollution control, waste management, and environmental permitting requirements
- Report on environmental performance and manage regulatory relationships with environmental authorities
- Develop and execute sustainability strategies that address climate, biodiversity, and community impacts

105. Energy Infrastructure Management

Course Overview

Focuses on the management of complex energy infrastructure assets across their full lifecycle. Participants develop skills in infrastructure planning, maintenance strategy, capital investment, and the governance of large-scale energy assets.

Target Audience

Infrastructure managers, asset engineers, technical directors, and executives responsible for energy network and facility assets.

Key Learning Outcomes

- Develop asset management strategies for energy infrastructure across the full asset lifecycle
- Apply maintenance management frameworks to optimise reliability and reduce lifecycle costs
- Plan and manage capital investment in energy infrastructure based on risk, condition, and need
- Manage infrastructure governance and compliance with technical, safety, and environmental standards
- Engage stakeholders including regulators, communities, and investors in infrastructure management decisions

5. POWER & ENERGY Cont.

106. Maintenance and Reliability in Energy Systems

Course Overview

Provides a rigorous approach to maintenance management and reliability engineering for energy assets. Participants develop skills in reliability-centred maintenance, predictive maintenance, and the management of maintenance teams and programmes.

Target Audience

Maintenance engineers, reliability professionals, plant managers, and technical leaders responsible for energy asset performance.

Key Learning Outcomes

- Apply reliability-centred maintenance frameworks to prioritise maintenance activities effectively
- Develop predictive maintenance programmes using condition monitoring and analytics
- Manage maintenance teams and contractors for efficient, safe, and compliant execution
- Reduce unplanned downtime and improve asset availability through systematic reliability improvement
- Measure maintenance programme performance using OEE, MTBF, and other reliability metrics

107. Energy Investment and Financing

Course Overview

Examines the investment and financing landscape for energy projects and organisations. Participants develop skills to evaluate energy investments, structure financing, and navigate the evolving landscape of energy capital markets including green finance.

Target Audience

Energy finance professionals, project developers, investment managers, and executives managing energy capital programmes.

Key Learning Outcomes

- Evaluate energy investment opportunities using rigorous financial analysis
- Structure energy project finance using debt, equity, and blended finance instruments
- Develop and present investment cases to financiers, boards, and development finance institutions
- Navigate the green finance and ESG-linked investment landscape for energy assets
- Manage investor relations and ongoing reporting obligations for energy investments

108. Climate Change and Energy Strategy

Course Overview

Addresses the strategic implications of climate change for energy organisations. Participants develop skills to assess climate risks, develop low-carbon strategies, and engage with the rapidly evolving global climate policy landscape.

Target Audience

Energy executives, sustainability managers, strategy professionals, and senior officials involved in energy and climate policy.

Key Learning Outcomes

- Assess climate risks and opportunities facing energy organisations using TCFD and related frameworks
- Develop low-carbon energy strategies that align with net zero pathways
- Engage with national and international climate policy processes and commitments
- Manage climate-related financial disclosures and investor expectations
- Build climate resilience into energy infrastructure and operations planning

5. POWER & ENERGY Cont.

109. Energy Supply Chain Management

Course Overview

Examines the management of supply chains in the energy sector, including the procurement of equipment, fuel, and services. Participants develop skills to manage complex energy supply chains, mitigate supply risk, and improve supply chain sustainability.

Target Audience

Supply chain managers, procurement officers, operations leaders, and executives managing energy supply chains.

Key Learning Outcomes

- Map and manage complex energy supply chains from raw materials to final delivery
- Assess and mitigate supply chain risks including geopolitical, quality, and logistics risks
- Develop sustainable and ethical sourcing strategies for energy sector procurement
- Manage contractor and supplier performance in complex energy project and operations environments
- Apply digital tools and supply chain analytics to improve energy supply chain visibility and efficiency

110. Energy Operations Optimisation

Course Overview

Focuses on improving the performance, efficiency, and reliability of energy operations through systematic optimisation. Participants apply operational excellence, process improvement, and data-driven techniques to energy generation, distribution, and supply operations.

Target Audience

Operations managers, engineers, performance analysts, and executives responsible for energy operational efficiency.

Key Learning Outcomes

- Apply operational excellence methodologies to identify and eliminate waste in energy operations
- Develop operational performance frameworks and dashboards for energy management
- Use data analytics and digital tools to optimise energy dispatch, consumption, and logistics
- Implement continuous improvement processes within energy operational teams
- Measure the financial and operational impact of optimisation initiatives and report to leadership





ENGINEERING & OPERATIONS



6. ENGINEERING & OPERATIONS

111. Engineering Project and Programme Management

Course Overview

Develops comprehensive project and programme management competencies for engineering professionals. Participants apply structured project management frameworks to plan, execute, and close complex engineering initiatives on time and within budget.

Target Audience

Project engineers, programme managers, technical leads, and operations professionals managing engineering projects across industrial sectors.

Key Learning Outcomes

- Apply engineering project management methodologies from initiation to closeout
- Develop project plans, work breakdown structures, and resource allocation schedules
- Manage technical scope, budget, and schedule for complex engineering projects
- Lead multidisciplinary engineering teams and manage stakeholder expectations
- Apply risk management frameworks to engineering project risks and uncertainties

112. Operations Excellence and Process Optimisation

Course Overview

Equips operations professionals with the tools to achieve sustained excellence through process improvement, performance management, and operational discipline. Participants apply systematic methodologies to identify and eliminate operational waste and inefficiency across manufacturing, extractive, and industrial environments.

Target Audience

Operations managers, plant supervisors, process engineers, and professionals responsible for operational performance improvement.

Key Learning Outcomes

- Apply operations excellence frameworks to assess and improve operational performance
- Use process mapping and analysis tools to identify bottlenecks and inefficiencies
- Develop operational performance KPIs and management dashboards
- Lead process improvement initiatives with clear objectives and measurable outcomes
- Build a culture of operational discipline and continuous improvement within teams

113. Industrial Safety and Risk Management

Course Overview

Equips professionals with the frameworks to manage industrial safety risks and build effective safety management systems across high-hazard industries, including aviation, mining, steel manufacturing, and forestry. Participants develop skills in hazard identification, risk assessment, and safety culture development.

Target Audience

Safety managers, HSSE officers, operations managers, and professionals with safety responsibilities in high-hazard industrial environments.

Key Learning Outcomes

- Apply industrial safety management frameworks, including OHSAS 18001 and ISO 45001
- Conduct hazard identification and risk assessments using HAZOP, FMEA, and bow-tie methods
- Develop safety management systems, procedures, and emergency response plans for industrial sites
- Build positive safety cultures and lead safety performance improvement across operations
- Investigate incidents using root cause analysis and implement systemic corrective actions effectively

6. ENGINEERING & OPERATIONS

114. Aviation Operations and Safety Management

Course Overview

A specialist programme covering the management of aviation operations with a focus on safety, regulatory compliance, and operational efficiency. Participants develop skills in aviation safety management systems, airside operations, and the governance of aviation organisations in line with ICAO and national aviation authority requirements.

Target Audience

Aviation operations managers, safety officers, airport managers, airline operations professionals, and executives in civil aviation organisations.

Key Learning Outcomes

- Apply aviation safety management system (SMS) frameworks in accordance with ICAO Annex 19 requirements
- Manage airside and ground operations for safety, efficiency, and regulatory compliance
- Navigate the regulatory landscape governing civil aviation operations at national and international levels
- Conduct aviation safety risk assessments and manage hazard reporting programmes
- Lead safety culture development and build aviation organisations committed to continuous safety improvement

115. Aviation Regulatory Compliance and Governance

Course Overview

Addresses the complex regulatory obligations facing aviation organisations under national civil aviation authority requirements and international frameworks. Participants develop skills to manage compliance programmes, engage with regulators, and build governance structures appropriate for safety-critical aviation environments.

Target Audience

Aviation compliance managers, accountable managers, post-holders, and senior executives in airlines, MROs, airports, and aviation service providers.

Key Learning Outcomes

- Navigate ICAO standards, national aviation regulations, and operational specifications for aviation organisations
- Design and manage aviation compliance programmes that satisfy regulatory oversight requirements
- Build governance frameworks for safety and quality management in aviation organisations
- Manage relationships with civil aviation authorities through surveillance, audits, and corrective action
- Prepare for and manage findings from regulatory audits and oversight activities professionally

116. Steel Manufacturing Operations and Management

Course Overview

Covers the operational, technical, and management dimensions of steel manufacturing. Participants develop skills to manage steelmaking processes, optimise plant performance, and lead operations in integrated and electric arc furnace steel plants. The programme addresses the unique challenges of the steel industry, including energy intensity, quality management, and environmental compliance.

Target Audience

Plant managers, production engineers, operations leaders, and executives in integrated steel, mini-mill, and downstream steel processing operations.

Key Learning Outcomes

- Understand and manage key steelmaking processes, including ironmaking, steelmaking, casting, and rolling
- Apply operational excellence methodologies to steel plant performance improvement
- Manage energy efficiency, raw material optimisation, and cost control in steel operations
- Ensure quality management and product compliance across steel grades and specifications
- Address environmental, safety, and regulatory obligations in steel manufacturing operations

117. Mining Operations and Resource Management

Course Overview

Provides a comprehensive framework for managing mining operations safely, efficiently, and sustainably. Participants examine open-pit and underground mining methods, ore processing, mine planning, and the management of environmental and social obligations. The programme equips mining professionals with the management tools to optimise production while meeting regulatory and stakeholder expectations.

Target Audience

Mine managers, production superintendents, engineers, and executives in metallic, non-metallic, and coal mining operations.

Key Learning Outcomes

- Apply mine planning and scheduling principles to optimise production and resource extraction
- Manage mining operations — open pit and underground — for safety, efficiency, and cost-effectiveness
- Oversee ore processing operations and manage product quality and recovery performance
- Address environmental management, rehabilitation, and community engagement obligations in mining
- Navigate the regulatory framework governing mining operations including permits, reporting, and compliance

118. Mining Project Development and Finance

Course Overview

Examines the full lifecycle of mining project development from exploration through feasibility, financing, construction, and operations. Participants develop skills in technical and economic evaluation of mining projects, and in securing the financial and regulatory approvals required to bring projects into production.

Target Audience

Mining engineers, project developers, geologists, finance professionals, and executives are involved in developing or financing mining projects.

Key Learning Outcomes

- Apply mining project evaluation frameworks, including resource estimation, metallurgical testing, and prefeasibility studies
- Develop financial models and economic analyses for mining projects, including NPV, IRR, and sensitivity analysis
- Structure financing for mining projects using equity, debt, royalty, and streaming instruments
- Navigate permitting, environmental impact assessment, and community consultation processes for new mines
- Manage the execution of mining project construction and commissioning on time and on budget

119. Forestry Operations and Sustainable Resource Management

Course Overview

Covers the operational management of forestry activities, including plantation management, harvesting, and wood processing. Participants develop skills to manage forestry operations productively and sustainably, balancing commercial timber objectives with environmental stewardship and community obligations.

Target Audience

Forestry operations managers, plantation supervisors, wood processing executives, and professionals in timber, pulp, and paper industries.

Key Learning Outcomes

- Manage plantation establishment, tending, and harvesting operations for productivity and sustainability
- Apply forest inventory and planning tools to optimise resource management over the rotation cycle
- Manage timber harvesting and log transport operations safely and in compliance with environmental standards
- Navigate certification schemes, including FSC and PEFC, and manage environmental and social obligations
- Manage wood processing operations, including sawmilling, pulping, and panel production for quality and efficiency



6. ENGINEERING & OPERATIONS **Cont.**

120. Forestry and Timber Industry Supply Chain Management

Course Overview

Examines the management of supply chains in the forestry and timber industry from forest to end market. Participants develop skills to manage log and fibre supply, optimise processing and inventory, and manage the commercial and logistical complexity of the forestry supply chain.

Target Audience

Supply chain managers, procurement professionals, logistics coordinators, and commercial managers in forestry, timber, and fibre industries.

Key Learning Outcomes

- Design and manage forestry supply chains from the wood source to the manufacturing facility and end market
- Develop log procurement strategies that balance supply security, cost, and sustainability requirements
- Manage timber transport logistics, including road, rail, and port operations, efficiently and safely
- Apply inventory management tools to optimise wood fibre and product stock levels across the chain
- Measure supply chain performance and manage improvement programmes that reduce cost and improve reliability

121. Maintenance and Reliability Management

Course Overview

Covers the principles and practices of effective maintenance management and reliability engineering. Participants develop maintenance strategies applicable across industrial sectors, including steel, mining, aviation, and forestry, maximising asset availability and minimising total cost of ownership.

Target Audience

Maintenance managers, reliability engineers, plant managers, and operations professionals responsible for asset maintenance in industrial environments.

Key Learning Outcomes

- Develop and implement a maintenance strategy using reliability-centred maintenance principles
- Apply preventive, predictive, and condition-based maintenance techniques to industrial assets
- Manage maintenance teams, contractors, and spare parts for efficient programme delivery
- Measure maintenance performance using availability, MTBF, and total maintenance cost metrics
- Continuously improve maintenance programme effectiveness through systematic failure data analysis

122. Quality Management and Continuous Improvement

Course Overview

Provides a comprehensive approach to quality management and the systematic pursuit of continuous improvement. Participants apply quality frameworks to industrial operations, including manufacturing, extractive industries, and engineering services.

Target Audience

Quality managers, operations professionals, process improvement specialists, and teams responsible for quality standards in industrial and engineering organisations.

Key Learning Outcomes

- Implement quality management systems aligned to ISO 9001 and sector-specific standards
- Apply statistical process control and measurement systems analysis to manage product and process quality
- Use quality improvement tools, including PDCA, A3, and 8D, to resolve quality problems effectively
- Build a culture of quality awareness and continuous improvement within operational teams
- Measure quality performance and report to management on quality system effectiveness

6. ENGINEERING & OPERATIONS **Cont.**

123. Lean Operations and Six Sigma

Course Overview

Develops practical Lean and Six Sigma skills for operations professionals across industrial sectors. Participants apply Lean thinking and Six Sigma methodology to reduce waste, improve process capability, and deliver measurable quality and efficiency gains.

Target Audience

Operations professionals, quality engineers, process improvement leaders, and managers seeking Lean Six Sigma tools for performance improvement in manufacturing and industrial environments.

Key Learning Outcomes

- Apply Lean principles and tools, including 5S, value stream mapping, and Kaizen, to industrial operations
- Use Six Sigma DMAIC methodology to address complex quality and process variation problems
- Facilitate Lean improvement events and Six Sigma project teams across operational functions
- Measure process performance using capability indices and statistical metrics
- Sustain Lean and Six Sigma improvements through governance and visual management systems

124. Supply Chain and Logistics Strategy

Course Overview

Examines the strategic design and management of supply chains and logistics networks. Participants develop skills to optimise supply chain architecture, manage logistics operations, and build resilient end-to-end supply chains applicable across engineering and industrial sectors.

Target Audience

Supply chain managers, logistics professionals, procurement leaders, and executives responsible for supply chain strategy in industrial organisations.

Key Learning Outcomes

- Design end-to-end supply chains that balance service, cost, and risk objectives
- Develop inventory management strategies and demand planning models for supply chain optimisation
- Manage logistics networks, including transportation, warehousing, and distribution for industrial operations
- Build supply chain resilience through diversification, risk management, and business continuity planning
- Measure supply chain performance using total cost, service level, and sustainability metrics

125. Asset and Infrastructure Management

Course Overview

Provides a comprehensive framework for managing physical assets and infrastructure across their full lifecycle. Participants apply asset management principles to heavy industrial assets in mining, steel, aviation, and forestry environments.

Target Audience

Asset managers, infrastructure engineers, facility managers, and executives responsible for physical asset portfolios in industrial organisations.

Key Learning Outcomes

- Apply ISO 55001 asset management principles to industrial infrastructure management challenges
- Develop lifecycle cost and replacement strategies for heavy industrial asset portfolios
- Use condition assessment data to prioritise maintenance and capital investment decisions
- Manage asset management information systems and build data quality for decision-making
- Report on asset management performance and support infrastructure governance requirements

6. ENGINEERING & OPERATIONS **Cont.**

126. Environmental Management in Industrial Operations

Course Overview

Addresses the environmental management obligations facing industrial operations in mining, steel, aviation, forestry, and other sectors. Participants develop skills to manage environmental risk, achieve regulatory compliance, and develop sustainability strategies for environmentally intensive industries.

Target Audience

Environmental managers, HSSE officers, operations executives, and compliance professionals in industrial and extractive industries.

Key Learning Outcomes

- Identify and manage environmental risks and compliance obligations across industrial operations
- Develop and implement environmental management systems aligned to ISO 14001
- Manage air, water, soil, and biodiversity impacts from industrial operations effectively
- Navigate environmental permitting, reporting, and regulatory engagement requirements
- Develop sustainability strategies that address environmental impacts and stakeholder expectations in industrial contexts

127. Production Planning and Control

Course Overview

Covers the planning, scheduling, and control of production operations in manufacturing and industrial environments. Participants develop skills in capacity planning, production scheduling, and the management of production performance.

Target Audience

Production planners, operations managers, supply chain professionals, and engineers managing manufacturing or processing operations.

Key Learning Outcomes

- Develop production plans that align with demand forecasts and capacity constraints
- Apply MRP and ERP systems to plan material requirements and production schedules
- Manage production scheduling, sequencing, and dispatching for efficiency and on-time delivery
- Control production performance using daily management systems and visual factory tools
- Identify and address production bottlenecks and capacity constraints systematically

128. Construction Project Management

Course Overview

Provides a comprehensive approach to managing construction projects from inception to completion, including heavy industrial construction for mining, steel, and energy facilities. Participants develop skills in project planning, procurement, site management, and construction governance.

Target Audience

Construction project managers, site managers, quantity surveyors, and professionals managing infrastructure or industrial construction projects.

Key Learning Outcomes

- Develop construction project plans, schedules, and cost estimates for large-scale industrial projects
- Manage construction procurement, tendering, and contractor management
- Supervise site operations and manage health, safety, and environmental compliance on construction sites
- Control construction project scope, cost, and schedule variation systematically
- Commission completed projects and managed defect correction and project closeout

6. ENGINEERING & OPERATIONS **Cont.**

129. Engineering Innovation and Strategy

Course Overview

Examines how engineering organisations in sectors including aviation, steel, mining, and forestry can drive innovation to solve complex problems and create competitive advantage. Participants develop engineering innovation management skills and R&D strategies appropriate to capital-intensive industries.

Target Audience

Engineering executives, R&D managers, technical strategists, and professionals responsible for driving innovation in industrial engineering organisations.

Key Learning Outcomes

- Develop engineering innovation strategies aligned to business objectives and market demands
- Apply structured innovation processes to generate and validate engineering solutions
- Manage R&D portfolios and make evidence-based innovation investment decisions
- Build engineering innovation cultures that encourage experimentation and learning from failure
- Bring engineering innovations to market through commercialisation and technology transfer strategies

130. Manufacturing Excellence

Course Overview

Provides a comprehensive approach to achieving and sustaining manufacturing excellence across process and discrete manufacturing, including steel, forestry products, and industrial components. Participants apply world-class manufacturing principles, performance systems, and continuous improvement methodologies.

Target Audience

Manufacturing executives, plant managers, production engineers, and professionals are committed to world-class manufacturing performance in industrial sectors.

Key Learning Outcomes

- Apply world-class manufacturing frameworks to assess and elevate factory performance
- Develop integrated performance systems that align safety, quality, delivery, and cost objectives
- Implement visual management, daily direction setting, and structured problem-solving in manufacturing
- Build manufacturing teams with the skills, discipline, and engagement to sustain high performance
- Benchmark manufacturing operations against global best practices and develop improvement roadmaps

131. Infrastructure Planning and Development

Course Overview

Covers the planning, appraisal, and development of large-scale infrastructure projects, including industrial facilities, ports, airports, and resource industry infrastructure. Participants develop skills in needs assessment, feasibility analysis, funding strategy, and programme management.

Target Audience

Infrastructure planners, project developers, public sector officials, and executives responsible for large-scale industrial and public infrastructure investment.

Key Learning Outcomes

- Assess infrastructure needs and develop long-term investment plans for industrial and public infrastructure
- Conduct feasibility studies and cost-benefit analyses for major infrastructure projects
- Develop funding and financing strategies for infrastructure development in both public and private contexts
- Manage infrastructure planning approvals, stakeholder engagement, and regulatory processes
- Oversee infrastructure development programmes from planning through to commissioning and handover

TECHNOLOGY & **DIGITAL** TRANSFORMATION





7. TECHNOLOGY & DIGITAL TRANSFORMATION

132. Digital Transformation Strategy and Execution

Course Overview

Equips senior leaders and technology professionals with the strategic frameworks and execution tools needed to lead enterprise-wide digital transformation. Participants develop digital strategies and manage the complex change required to implement them.

Target Audience

CEOs, CTOs, CIOs, digital transformation leaders, and senior executives responsible for driving digital change.

Key Learning Outcomes

- Develop a comprehensive digital transformation strategy aligned to business objectives
- Assess digital maturity and identify priority transformation opportunities
- Design digital operating models and governance structures for transformed organisations
- Manage the cultural and change dimensions of digital transformation effectively
- Measure the business value delivered by digital transformation investments

133. Artificial Intelligence for Business Leaders

Course Overview

Provides business leaders with the strategic understanding of AI needed to harness its potential across the organisation. Participants develop AI literacy, evaluate AI use cases, and build the governance frameworks needed for responsible AI deployment.

Target Audience

CEOs, executives, senior managers, and business leaders who need to understand and make decisions about AI without necessarily being technical practitioners.

Key Learning Outcomes

- Understand AI technologies and their real-world applications in a business context
- Identify high-value AI use cases across different organisational functions
- Evaluate the strategic, commercial, and ethical implications of AI investments
- Build governance frameworks for responsible and trustworthy AI deployment
- Lead the organisational change required to integrate AI into business operations effectively

134. Data Analytics and Business Intelligence

Course Overview

Develops practical skills in data analytics and business intelligence for organisational decision-making. Participants learn to work with data, develop analytical models, and present BI insights that drive better business outcomes.

Target Audience

Data analysts, business intelligence professionals, finance teams, and managers seeking to use data more effectively in their roles.

Key Learning Outcomes

- Apply data analytics tools and methods to extract insights from business data
- Develop business intelligence dashboards and reports that support executive decision-making
- Apply statistical analysis to identify trends, patterns, and anomalies in business data
- Build data-driven narratives and present analytical findings with clarity and impact
- Develop and govern a business intelligence strategy for the organisation

7. TECHNOLOGY & DIGITAL TRANSFORMATION

135. Cybersecurity and Digital Risk Management

Course Overview

Provides comprehensive skills in managing cybersecurity risks and protecting digital assets. Participants develop cybersecurity governance frameworks, assess digital risks, and build organisational resilience against cyber threats.

Target Audience

IT managers, information security professionals, risk officers, and executives with responsibility for digital risk and cybersecurity.

Key Learning Outcomes

- Assess cybersecurity risks across digital infrastructure, data, and people dimensions
- Develop cybersecurity governance frameworks and information security policies
- Implement technical and organisational controls to protect against cyber threats
- Manage cybersecurity incidents, including detection, response, and recovery
- Report on cybersecurity risk and programme performance to boards and executive leadership

136. Cloud Computing and Enterprise Systems

Course Overview

Examines the strategic and operational dimensions of cloud computing and enterprise systems management. Participants develop skills to evaluate cloud strategies, manage enterprise technology platforms, and govern cloud environments effectively.

Target Audience

IT directors, enterprise architects, CIOs, and professionals responsible for enterprise technology strategy and cloud management.

Key Learning Outcomes

- Develop a cloud strategy that aligns technology capabilities with business objectives
- Evaluate and select cloud platforms and service models for enterprise use
- Manage cloud migration, integration, and performance for business applications
- Govern cloud environments with security, cost, and compliance controls
- Manage enterprise systems, including ERP, CRM, and data platforms at scale

137. Technology Leadership and Innovation

Course Overview

Develops the leadership skills of technology professionals to lead high-performing teams, drive innovation, and engage as strategic business partners. Topics include technology leadership, team development, and the management of technology functions.

Target Audience

CTOs, IT directors, technology managers, and senior technology professionals seeking to strengthen their leadership and strategic impact.

Key Learning Outcomes

- Lead technology teams with clear vision, strong communication, and genuine people engagement
- Drive technology innovation that creates business value and competitive differentiation
- Build strategic relationships with business leaders and act as a credible technology partner
- Manage technology talent, succession planning, and capability development
- Navigate organisational politics and influence decision-making as a technology leader

7. TECHNOLOGY & DIGITAL TRANSFORMATION

138. Automation and Intelligent Systems

Course Overview

Examines the deployment of automation technologies including RPA, intelligent automation, and process automation. Participants develop skills to identify automation opportunities, manage implementation, and govern intelligent automation programmes.

Target Audience

Operations professionals, technology leaders, process improvement specialists, and executives driving automation in their organisations.

Key Learning Outcomes

- Identify and prioritise automation opportunities based on business impact and technical feasibility
- Develop a business case for automation investment and manage stakeholder approval processes
- Manage the implementation of RPA and intelligent automation solutions end-to-end
- Govern automation programmes with quality, security, and change management discipline
- Measure the ROI of automation investments and continuously expand the automation programme

139. Blockchain and Emerging Technologies

Course Overview

Provides a strategic and practical overview of blockchain technology and other emerging technologies with significant business potential. Participants evaluate technology readiness and develop strategies for adoption.

Target Audience

Technology strategists, innovation managers, digital leaders, and executives assessing emerging technology opportunities.

Key Learning Outcomes

- Understand the architecture, capabilities, and limitations of blockchain technology
- Evaluate blockchain use cases in financial services, supply chain, identity, and governance
- Assess the potential of other emerging technologies, including edge computing, quantum, and Web3
- Develop an emerging technology adoption strategy with appropriate governance and risk management
- Build and manage proof-of-concept programmes to validate emerging technology business value

140. IT Governance and Digital Compliance

Course Overview

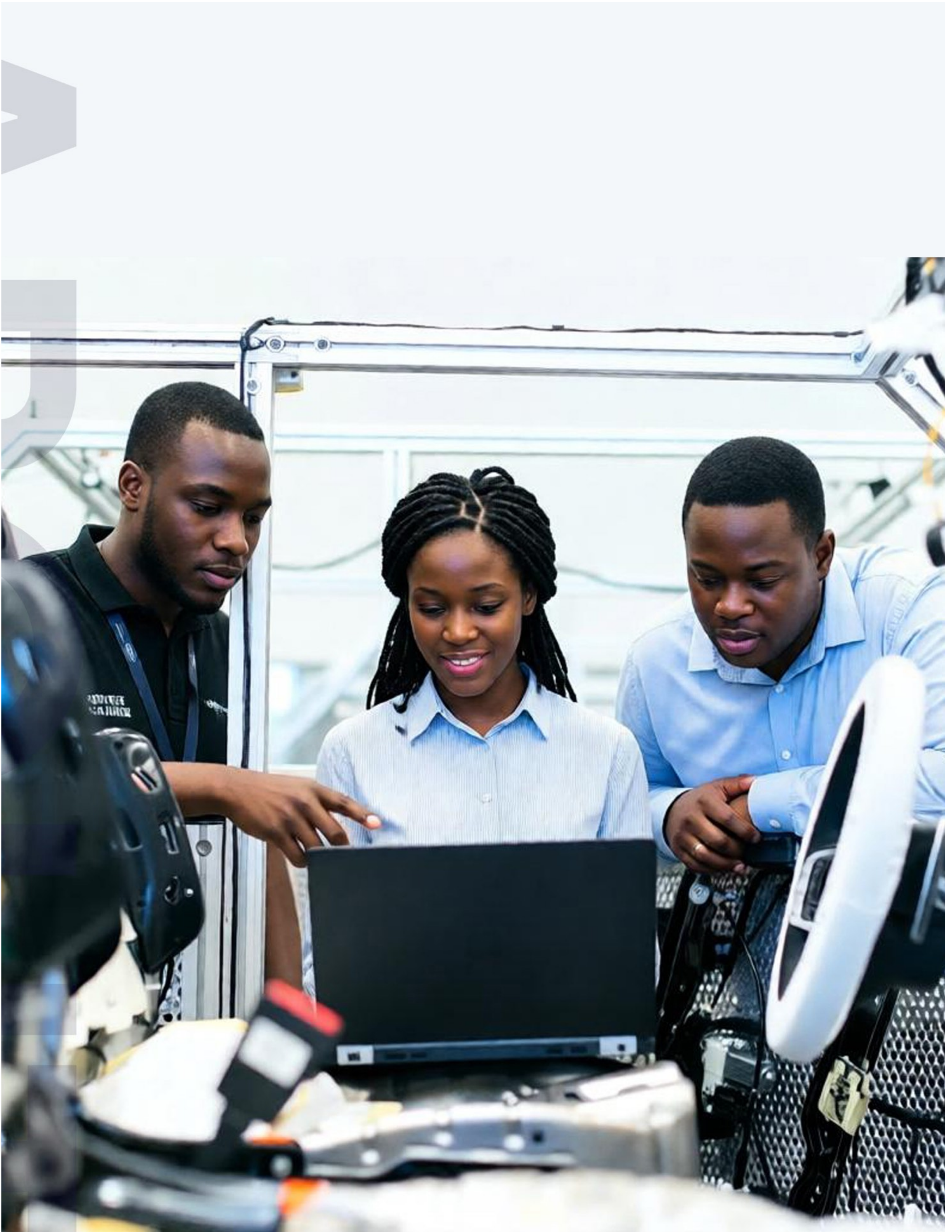
Addresses the governance frameworks and compliance requirements for IT and digital environments. Participants develop skills to design IT governance structures, manage digital risk, and ensure compliance with relevant technology regulations.

Target Audience

IT managers, CIOs, compliance officers, risk professionals, and executives with oversight of IT governance.

Key Learning Outcomes

- Apply IT governance frameworks, including COBIT, ITIL, and ISO 27001, to organisational contexts
- Design IT governance structures with clear accountability for technology decisions and risks
- Manage IT compliance obligations across data protection, cybersecurity, and digital regulation
- Report on IT governance and digital compliance performance to boards and audit committees
- Drive continuous improvement in IT governance maturity and digital compliance performance



7. TECHNOLOGY & DIGITAL TRANSFORMATION

141. Digital Strategy and Innovation Management

Course Overview

Provides a comprehensive framework for developing digital strategies and managing innovation portfolios in the digital age. Participants explore digital business models, platform strategies, and the management of a portfolio of digital innovation bets.

Target Audience

Strategy directors, digital leaders, innovation managers, and executives developing digital business strategies.

Key Learning Outcomes

- Develop a digital strategy that creates a sustainable competitive advantage in the digital economy
- Evaluate digital business models and platform strategies for relevance and viability
- Manage a portfolio of digital innovation investments across the risk and return spectrum
- Build digital innovation capability within the organisation, including labs and incubators
- Measure the strategic and commercial value of digital innovation investments

142. Data-Driven Decision Making

Course Overview

Equips professionals with the mindset and skills to make better decisions using data. Participants develop analytical thinking, data literacy, and the ability to integrate data into strategic and operational decision-making processes.

Target Audience

Business leaders, managers, and professionals across all functions who want to improve the quality and rigour of their decisions using data.

Key Learning Outcomes

- Apply data-driven thinking to improve the quality of business decisions
- Interpret data and analytical outputs critically and constructively
- Develop decision frameworks that integrate quantitative data with qualitative judgement
- Use data visualisation and storytelling techniques to communicate evidence-based recommendations
- Build a data-driven decision culture within teams and organisations

143. Enterprise Technology Strategy

Course Overview

Addresses the development and governance of enterprise technology strategies that align IT investment with business objectives. Participants develop technology roadmaps, manage enterprise architecture, and oversee technology portfolio management.

Target Audience

CIOs, CTOs, enterprise architects, and senior technology professionals responsible for enterprise technology strategy.

Key Learning Outcomes

- Develop an enterprise technology strategy aligned to corporate vision and digital objectives
- Build and manage an enterprise architecture that supports business capability development
- Create technology roadmaps with clear priorities, dependencies, and investment cases
- Manage the enterprise technology portfolio for business value and risk balance
- Communicate technology strategy and investment rationale to boards and executive audiences

7. TECHNOLOGY & DIGITAL TRANSFORMATION

144. Digital Ecosystems and Platforms

Course Overview

Examines how digital ecosystems and platform business models are reshaping industries and creating new sources of competitive advantage. Participants develop strategies for participating in or building digital platforms and ecosystems.

Target Audience

Business strategists, technology leaders, product managers, and executives exploring platform business models and digital ecosystem strategies.

Key Learning Outcomes

- Understand the economics and dynamics of digital platform and ecosystem business models
- Evaluate opportunities to participate in, extend, or build digital platform strategies
- Design platform governance and monetisation models that create sustainable value
- Manage multi-sided platform dynamics and ecosystem partner relationships
- Measure platform and ecosystem performance using appropriate digital metrics

145. Smart Technologies and Innovation

Course Overview

Explores the landscape of smart technologies, including IoT, AI, and connected systems and their applications in improving organisational performance. Participants develop strategies to adopt and integrate smart technologies responsibly.

Target Audience

Technology strategists, operations professionals, innovation leaders, and executives exploring smart technology applications.

Key Learning Outcomes

- Understand the capabilities and applications of key smart technologies including IoT and AI
- Identify smart technology use cases with genuine business value and strategic fit
- Develop implementation plans for smart technology adoption including data, connectivity, and security
- Manage organisational change associated with smart technology integration
- Measure the business impact of smart technology investments and scale successful pilots

146. IT Project and Programme Management

Course Overview

Develops project and programme management skills specifically for the delivery of IT projects and digital programmes. Participants apply structured methodologies to plan, execute, and close technology projects on time and within budget.

Target Audience

IT project managers, programme leads, digital delivery managers, and technology professionals responsible for project delivery.

Key Learning Outcomes

- Apply IT project management methodologies, including Agile, PRINCE2, and PMI frameworks
- Develop IT project plans with clear scope, schedule, budget, and quality requirements
- Manage technology vendors, system integrators, and development teams through delivery
- Manage project risks, issues, and changes in technology projects effectively
- Report on IT project performance and deliver completed systems with full transition and support plans

7. TECHNOLOGY & DIGITAL TRANSFORMATION

147. Technology Risk and Governance

Course Overview

Provides a comprehensive framework for managing technology risk and building effective technology governance. Participants develop skills to identify, assess, and manage the risks embedded in technology systems and digital operations.

Target Audience

CIOs, risk managers, IT audit professionals, compliance officers, and executives with oversight of technology risk.

Key Learning Outcomes

- Identify and assess technology risks across infrastructure, applications, data, and people
- Design technology risk management frameworks aligned to enterprise risk appetite
- Implement technical controls and governance processes that manage technology risk effectively
- Report on technology risk posture to boards, audit committees, and regulators
- Continuously improve technology risk management maturity through monitoring and assurance programmes

148. Digital Culture and Transformation

Course Overview

Addresses the cultural dimensions of digital transformation, examining how organisations build the mindsets, behaviours, and capabilities needed to thrive in the digital age. Topics include digital culture change, workforce enablement, and leadership in digital environments.

Target Audience

HR leaders, organisational development professionals, digital transformation managers, and executives leading cultural change.

Key Learning Outcomes

- Diagnose the cultural barriers to digital transformation and develop plans to address them
- Design digital culture change programmes that build digital mindsets across the organisation
- Enable the workforce with digital skills, tools, and confidence through learning and development
- Lead digital culture change with authenticity, visibility, and role model behaviour
- Sustain digital culture transformation through measurement, recognition, and ongoing reinforcement

149. Advanced Data Analytics and AI

Course Overview

An advanced programme for professionals seeking to deepen their expertise in data analytics and artificial intelligence applications. Participants apply machine learning, deep learning, and advanced statistical techniques to complex business problems.

Target Audience

Data scientists, advanced analysts, technology professionals, and specialists looking to extend their data analytics and AI capabilities.

Key Learning Outcomes

- Apply advanced machine learning algorithms to classification, regression, and clustering problems
- Develop and deploy AI models for business applications including forecasting and anomaly detection
- Use natural language processing techniques to extract insight from unstructured text data
- Evaluate model performance, manage bias, and ensure ethical AI deployment
- Communicate advanced analytical findings to business stakeholders with clarity and impact

7. TECHNOLOGY & DIGITAL TRANSFORMATION

150. Business Process Automation

Course Overview

Provides practical skills in automating business processes using a range of automation technologies. Participants develop skills to identify automation candidates, design automated workflows, and manage automation programmes for sustained value delivery.

Target Audience

Operations professionals, technology teams, process improvement specialists, and business analysts seeking to automate manual and repetitive work.

Key Learning Outcomes

- Identify and prioritise business processes suitable for automation using structured assessment criteria
- Design automated workflows using RPA, workflow automation, and intelligent automation tools
- Manage the implementation of automation solutions from design to production deployment
- Govern automation programmes with change management, quality assurance, and continuous monitoring
- Measure the efficiency, accuracy, and ROI delivered by business process automation programmes

151. Digital Innovation and Strategy

Course Overview

Provides an integrated approach to developing digital innovation strategies and managing the end-to-end innovation process in digital environments. Participants build skills to identify digital opportunities, design innovation programmes, and scale successful innovations.

Target Audience

Innovation managers, digital strategy professionals, product teams, and executives seeking to embed digital innovation as a sustained organisational capability.

Key Learning Outcomes

- Develop a digital innovation strategy with a balanced portfolio of incremental and breakthrough bets
- Design innovation programmes, including hackathons, sprints, and venture studios
- Apply design thinking and lean startup principles to digital innovation projects
- Manage intellectual property, technology partnerships, and open innovation ecosystems
- Scale digital innovations from pilot to enterprise deployment with governance and change management discipline

152. Telecommunications Strategy and Digital Network Transformation

Course Overview

Designed for telecoms executives and professionals managing the strategic and operational challenges of the sector, this programme covers network modernisation, competitive strategy, and the transition from legacy infrastructure to next-generation digital networks. Participants examine 5G deployment, fibre rollout, and the strategic implications of network-as-a-service models for telecoms operators in competitive and regulated markets.

Target Audience

Telecoms executives, network strategy directors, CTO-level professionals, and senior managers in mobile, fixed-line, and convergent telecoms operators.

Key Learning Outcomes

- Develop a telecoms strategy that addresses network modernisation, competitive positioning, and digital revenue growth
- Evaluate 5G, fibre, and cloud-native network architecture options and their commercial implications
- Manage the migration from legacy network infrastructure to software-defined and virtualised platforms
- Navigate the regulatory environment for spectrum licensing, interconnection, and universal service obligations
- Build digital revenue streams beyond connectivity, including IoT, cloud, and managed services

7. TECHNOLOGY & DIGITAL TRANSFORMATION

153. Telecoms Regulatory Management and Spectrum Governance

Course Overview

Addresses the complex regulatory landscape facing telecoms operators including spectrum management, interconnection, competition regulation, and consumer protection. Participants develop the skills to engage effectively with national regulators and international bodies, manage regulatory risk, and influence policy in the sector's interest.

Target Audience

Regulatory affairs managers, government relations professionals, legal advisors, and senior telecoms executives responsible for regulatory strategy and compliance.

Key Learning Outcomes

- Navigate the national and international regulatory frameworks governing telecoms markets
- Manage spectrum licensing processes, obligations, and compliance requirements
- Engage with national communications authorities on regulatory consultations and enforcement matters
- Develop regulatory strategy that protects commercial interests while maintaining productive regulator relationships
- Assess the impact of regulatory change on network investment, pricing, and competitive dynamics

154. Revenue Assurance and Fraud Management in Telecoms

Course Overview

Covers the revenue assurance and fraud management challenges specific to telecoms operators. Participants develop skills to identify, measure, and close revenue leakage across billing, interconnect, roaming, and content charging, while building fraud detection and prevention capabilities that protect the operator's revenue base.

Target Audience

Revenue assurance managers, fraud analysts, finance professionals, and operations teams in mobile, fixed, and convergent telecoms businesses.

Key Learning Outcomes

- Identify and quantify revenue leakage across telecoms billing, provisioning, and interconnect processes
- Design and implement a revenue assurance framework with end-to-end controls across the revenue cycle
- Apply fraud detection systems and analytics to identify subscription, bypass, and interconnect fraud
- Manage the investigation and resolution of revenue assurance and fraud incidents efficiently
- Report on revenue assurance and fraud programme performance to finance and operational leadership

155. Customer Experience Management in Telecoms

Course Overview

Examines the specific customer experience challenges facing telecoms operators in highly competitive, commoditising markets. Participants develop strategies to differentiate through service quality, digital engagement, and personalised experience — reducing churn, growing revenue per user, and building genuine customer loyalty in an industry where switching barriers are low.

Target Audience

CX directors, marketing managers, digital engagement professionals, and commercial leaders in telecoms operators across mobile, broadband, and convergent services.

Key Learning Outcomes

- Develop a telecoms customer experience strategy that builds differentiation beyond price and network quality
- Design digital self-service and omnichannel engagement models that reduce cost while improving satisfaction
- Apply churn analytics and predictive modelling to identify at-risk subscribers and intervene proactively
- Build NPS and customer effort score programmes that drive continuous experience improvement
- Manage the contact centre and field service experience to deliver consistent quality at scale

7. TECHNOLOGY & DIGITAL TRANSFORMATION

156. Telecoms Financial Management and Investment Strategy

Course Overview

Addresses the financial management and investment challenges facing telecoms operators in capital-intensive, rapidly evolving markets. Participants develop skills in telecoms financial modelling, network investment appraisal, spectrum auction strategy, and the management of the unique balance sheet and cash flow dynamics of telecoms businesses.

Target Audience

CFOs, finance directors, investment analysts, and senior finance professionals in telecoms operators, tower companies, and telecoms infrastructure businesses.

Key Learning Outcomes

- Apply telecoms-specific financial modelling techniques to network investment and business case development
- Evaluate capital allocation decisions across network, spectrum, and digital transformation investments
- Manage the financial performance of a telecoms business, including ARPU, EBITDA, and free cash flow optimisation
- Assess and execute infrastructure monetisation options, including tower sales, neutral host, and wholesale
- Navigate investor relations and communicate telecoms investment strategy credibly to capital markets



LEADERSHIP & MANAGEMENT



8. LEADERSHIP & MANAGEMENT

157. Strategic Leadership and Organisational Transformation

Course Overview

An executive programme developing the skills to lead complex organisational transformation with strategic discipline and personal authority. Participants integrate strategic thinking, change leadership, and institutional governance to design and deliver transformations that deliver lasting institutional value.

Target Audience

CEOs, executive directors, senior public officials, and leaders responsible for driving major organisational transformation.

Key Learning Outcomes

- Develop and communicate a compelling transformation vision that inspires institutional alignment
- Apply strategic frameworks to design and execute transformation programmes
- Lead complex change with emotional intelligence, stakeholder influence, and execution discipline
- Build high-performing executive leadership teams aligned to transformation goals
- Measure and sustain transformation outcomes through governance and performance accountability

158. Corporate Governance: Principles and Board Excellence

Course Overview

A rigorous programme covering the principles, frameworks, and practices of corporate governance. Participants examine the role of the board, governance structures, director responsibilities, and the standards expected of well-governed institutions. Drawing on international best practice, this programme equips board members and executives to exercise governance with integrity, independence, and strategic oversight.

Target Audience

Board members, non-executive directors, trustees, company secretaries, governance professionals, and senior executives with board-level responsibilities.

Key Learning Outcomes

- Apply international corporate governance frameworks and codes of best practice to board responsibilities
- Design governance structures, including board composition, committees, and charters that promote accountability and independence
- Manage the board-management relationship with appropriate oversight, challenge, and constructive support
- Oversee strategy, risk, financial performance, ESG, and compliance from a governance perspective
- Continuously assess board effectiveness and develop governance maturity through self-evaluation and improvement programmes



159. Advanced Corporate Governance for Executives

Course Overview

An advanced programme for senior executives and directors who want to deepen their governance expertise and apply it to complex institutional challenges. Topics include shareholder and stakeholder governance, institutional investor relations, crisis governance, and governance in state-owned enterprises and public sector institutions.

Target Audience

CEOs, executive directors, non-executive directors, senior public officials, and governance officers with significant institutional governance responsibilities.

Key Learning Outcomes

- Navigate the governance expectations of institutional investors, regulators, and diverse stakeholder communities
- Design and manage governance frameworks for state-owned enterprises, public sector bodies, and regulated industries
- Apply crisis governance principles when institutions face major reputational, financial, or operational crises
- Develop board succession planning and director recruitment strategies that strengthen governance quality
- Lead governance reform programmes and build governance cultures grounded in transparency, ethics, and accountability

160. Transformational Change Leadership

Course Overview

Equips leaders with the specific skills, frameworks, and personal leadership qualities needed to lead transformational change. Participants examine the nature of transformational change — change that fundamentally shifts culture, systems, or strategy — and develop the approaches that sustain momentum and deliver irreversible transformation.

Target Audience

CEOs, executive directors, transformation programme leaders, and senior executives responsible for leading major institutional or organisational transformation.

Key Learning Outcomes

- Distinguish transformational change from operational change and apply appropriate leadership approaches
- Develop a transformation architecture that addresses culture, structure, process, and capability simultaneously
- Lead through the predictable crises and resistance that characterise genuine transformation with resilience and focus
- Build and maintain broad stakeholder coalitions that sustain transformation through complexity and setbacks
- Embed transformation outcomes durably in the organisation so that new ways of working become the new normal

161. Leading Organisational Change: Frameworks and Practice

Course Overview

Provides a practical framework for planning, designing, and managing organisational change at all scales. Participants apply structured change management methodologies to real challenges, developing the competencies to lead teams and organisations through transitions effectively.

Target Audience

Executives, programme directors, HR professionals, change practitioners, and senior managers leading or sponsoring change initiatives.

Key Learning Outcomes

- Apply change management frameworks, including Kotter, ADKAR, and McKinsey 7-S, to organisational change challenges
- Develop change readiness assessments and build strategies to accelerate organisational capacity for change
- Build compelling change narratives and communicate the rationale and direction of change with clarity and conviction
- Manage resistance, anxiety, and conflict during change transitions with empathy and professionalism
- Evaluate change effectiveness and embed learning to improve change management capability over time

8. LEADERSHIP & MANAGEMENT Cont.

162. Leadership Strategy: Aligning Leadership to Strategic Goals

Course Overview

Examines how leadership strategy — the deliberate development and deployment of leadership capability — drives strategic execution and institutional performance. Participants develop a leadership strategy that identifies the leadership behaviours, development priorities, and governance structures needed to realise the organisation's strategic ambitions.

Target Audience

CEOs, HR directors, talent leaders, and executives responsible for leadership development and strategic performance.

Key Learning Outcomes

- Develop a leadership strategy aligned to corporate strategy and future capability requirements
- Identify the leadership behaviours and competencies critical for strategy execution at each organisational level
- Design leadership development interventions that accelerate leadership readiness for strategic roles
- Build governance and accountability mechanisms that ensure leadership strategy delivery
- Measure the impact of leadership strategy on organisational performance and strategic execution quality

163. Governance, Strategy, and Value Creation

Course Overview

Explores the critical intersection of governance and strategy, examining how boards and executives work together to make strategic decisions, manage risk, and create long-term institutional value. Participants develop skills to integrate governance oversight with strategic leadership for maximum institutional impact.

Target Audience

Board members, CEOs, strategy directors, and governance professionals seeking to strengthen the link between governance and strategic performance.

Key Learning Outcomes

- Apply governance frameworks to the oversight of strategy development and execution
- Facilitate productive board-management dialogue on strategic direction and risk appetite
- Integrate stakeholder value creation into strategic governance frameworks
- Manage the governance of major strategic decisions, including M&A, investments, and market entry
- Develop board strategy processes that balance oversight with empowerment of executive leadership

164. High-Performance Leadership and Execution

Course Overview

Focuses on the leadership behaviours and execution disciplines that separate high-performing leaders and organisations from the rest. Participants develop personal leadership impact and organisational execution capabilities that consistently deliver results.

Target Audience

Leaders at all levels seeking to raise the bar on their personal performance and the execution capability of their teams and organisations.

Key Learning Outcomes

- Identify the specific leadership behaviours that drive high performance at team and organisational level
- Apply execution frameworks to translate strategy into operational results with discipline and focus
- Build a high-performance culture through goal clarity, accountability, and regular performance dialogue
- Manage underperformance constructively while maintaining team motivation and direction
- Develop personal leadership strengths and address the gaps that limit individual effectiveness

8. LEADERSHIP & MANAGEMENT Cont.

165. Leadership, Innovation, and Growth Strategy

Course Overview

Explores the intersection of leadership, innovation, and growth, examining how leaders create environments that sustain innovation and deliver strategic growth. Participants develop growth mindsets, innovation leadership capabilities, and growth strategies appropriate to their institutional context.

Target Audience

Senior executives, general managers, and leadership teams responsible for driving growth and innovation in their organisations.

Key Learning Outcomes

- Develop a leadership approach that creates the conditions for sustainable innovation
- Integrate innovation thinking into strategic planning and resource allocation decisions
- Build diverse, creative teams that generate and implement breakthrough ideas
- Lead growth strategy development and create pathways to new markets and revenue streams
- Measure innovation leadership effectiveness and develop programmes to continuously improve it

166. Decision Making and Strategic Thinking

Course Overview

Develops the cognitive skills and decision frameworks that enable leaders to make better decisions under complexity, uncertainty, and time pressure. Participants explore strategic thinking models, cognitive biases, and the discipline of structured decision-making in high-stakes environments.

Target Audience

Leaders and senior professionals at all levels who want to improve the quality and speed of their decisions and strategic thinking.

Key Learning Outcomes

- Apply strategic thinking frameworks to analyse complex business situations
- Identify and manage cognitive biases that distort leadership decision-making
- Use structured decision frameworks to make better choices under uncertainty
- Develop scenario thinking and futures analysis capabilities for long-term strategic decisions
- Communicate strategic decisions clearly and build stakeholder understanding and commitment

167. Performance Management and Organisational Effectiveness

Course Overview

Provides a comprehensive framework for designing and managing performance management systems that drive individual and organisational effectiveness. Participants develop skills in setting goals, conducting performance reviews, and building accountability cultures.

Target Audience

HR directors, line managers, operations leaders, and executives responsible for performance management systems and culture.

Key Learning Outcomes

- Design a performance management system aligned to strategic priorities and organisational values
- Develop meaningful performance goals using OKR, KPI, and balanced scorecard frameworks
- Conduct effective performance conversations that motivate, develop, and hold people accountable
- Manage performance differentiation and develop response strategies for high, average, and poor performers
- Build a performance culture in which accountability and recognition are consistent and credible

8. LEADERSHIP & MANAGEMENT Cont.

168. Talent Leadership and Workforce Development

Course Overview

Equips leaders with the skills to attract, develop, and retain the talent needed to sustain organisational performance. Topics include talent strategy, succession planning, learning and development, and the management of workforce capability aligned to strategic requirements.

Target Audience

HR directors, line leaders, learning and development professionals, and executives responsible for talent and workforce strategy.

Key Learning Outcomes

- Develop a talent strategy that identifies, builds, and retains the capabilities required for strategic success
- Design and manage succession planning for critical roles across the organisation
- Build learning and development programmes that accelerate capability and career growth
- Create an employee value proposition that attracts and retains high-quality talent
- Measure talent programme effectiveness and demonstrate return on talent investment

169. Leadership Communication and Influence

Course Overview

Develops the communication and influence skills that distinguish the most effective leaders. Participants refine their ability to inspire, persuade, engage, and align stakeholders through both formal and informal communication in demanding leadership contexts.

Target Audience

Leaders at all levels who want to communicate with greater clarity, confidence, and influence in their professional roles.

Key Learning Outcomes

- Communicate with clarity, authority, and authenticity in leadership settings
- Develop and deliver compelling presentations and speeches to diverse audiences
- Influence without authority using evidence, empathy, and relationship-based persuasion
- Manage difficult conversations and deliver feedback with honesty and professionalism
- Build a personal communication brand that enhances leadership credibility and impact

170. Negotiation and Stakeholder Management

Course Overview

Develops advanced negotiation skills and stakeholder management capabilities for leaders managing complex multi-party relationships. Participants apply negotiation theory and practical techniques to high-stakes leadership contexts.

Target Audience

Senior leaders, executives, public officials, and professionals who regularly negotiate or manage complex stakeholder environments.

Key Learning Outcomes

- Apply principled negotiation and interest-based bargaining frameworks to complex negotiations
- Prepare for and execute high-stakes negotiations with strategic confidence and flexibility
- Manage multi-party negotiations and build coalitions in complex stakeholder environments
- Resolve conflicts and disagreements constructively while protecting institutional relationships
- Sustain long-term stakeholder relationships and build trust through authentic engagement



8. LEADERSHIP & MANAGEMENT **Cont.**

171. Leadership Agility and Adaptive Thinking

Course Overview

Examines how leaders develop the agility and adaptability to lead effectively in rapidly changing, uncertain environments. Participants develop adaptive leadership capabilities, agile mindsets, and personal resilience to perform under pressure.

Target Audience

Leaders at all levels who want to develop greater flexibility, resilience, and adaptability in their leadership approach.

Key Learning Outcomes

- Understand the demands of leading in volatile, uncertain, complex, and ambiguous environments
- Develop adaptive leadership behaviours that maintain performance through change and disruption
- Build personal resilience and manage leadership stress without compromising effectiveness
- Apply agile thinking to leadership decision-making and team management
- Lead organisations through ambiguity with confidence, transparency, and steady purpose

172. Crisis Leadership and Resilience

Course Overview

Prepares leaders to manage organisational crises effectively. Participants develop crisis leadership frameworks, communication strategies, and the personal and institutional resilience needed to navigate and recover from major adverse events.

Target Audience

Executive leaders, crisis management professionals, public officials, and senior managers responsible for organisational continuity.

Key Learning Outcomes

- Develop and test crisis management frameworks and response plans for the organisation
- Lead effectively during a crisis with calm, clarity, and decisive communication
- Manage multiple stakeholders, including media, government, and public, during crisis situations
- Make high-quality decisions under extreme time pressure and incomplete information
- Manage the recovery phase after a crisis and embed lessons to prevent recurrence

173. Visionary and Future-Focused Leadership

Course Overview

Develops the ability to lead with a long-term perspective, anticipating future challenges and opportunities, and inspiring organisations to pursue ambitious futures. Participants develop futures thinking, vision crafting, and strategic foresight skills.

Target Audience

Executive leaders, board members, strategy directors, and senior professionals responsible for long-term institutional direction.

Key Learning Outcomes

- Develop and articulate a compelling long-term vision for the organisation
- Apply strategic foresight and scenario planning tools to anticipate future challenges and opportunities
- Build organisational ambition and inspire teams with purpose-driven, future-focused leadership
- Translate long-term vision into strategic priorities and near-term action plans
- Maintain an inspiring leadership presence while navigating short-term pressures and complexity

8. LEADERSHIP & MANAGEMENT **Cont.**

174. Sustainable and Responsible Leadership

Course Overview

Addresses the growing imperative for leaders to lead sustainably and responsibly. Participants examine the intersection of leadership, ethics, ESG, and long-term value creation, and develop the skills to be trusted stewards of institutions and communities.

Target Audience

Senior executives, board members, NGO leaders, and professionals seeking to lead with purpose, sustainability, and ethical integrity.

Key Learning Outcomes

- Develop a personal leadership philosophy grounded in sustainability and ethical responsibility
- Integrate ESG principles into strategic leadership and organisational decision-making
- Lead with transparency and accountability in ways that build stakeholder trust
- Balance short-term performance demands with long-term sustainability commitments
- Inspire and engage teams and communities around a shared sustainable purpose

175. Leading High-Performing Teams

Course Overview

Equips leaders with the skills to build, lead, and sustain high-performing teams. Participants explore team dynamics, team design, the role of the leader in enabling team performance, and how to manage team challenges constructively.

Target Audience

Team leaders, managers, and executives who want to develop stronger, more productive, and more cohesive teams.

Key Learning Outcomes

- Diagnose team performance and identify the specific factors enabling or limiting team effectiveness
- Design teams with the right mix of skills, roles, and relationships for high performance
- Create the psychological safety and clarity of purpose that high-performing teams require
- Manage team conflicts, underperformance, and interpersonal dynamics constructively
- Continuously develop team capability and sustain high performance over the long term

176. Strategic Planning and Execution

Course Overview

Provides a rigorous approach to developing strategic plans and managing their execution with discipline and accountability. Participants develop strategic planning capabilities and the operational management skills to turn plans into results.

Target Audience

Senior leaders, strategy professionals, and managers responsible for organisational planning and performance delivery.

Key Learning Outcomes

- Develop strategic plans using structured frameworks, including SWOT, PESTLE, and scenario analysis
- Set strategic priorities, allocate resources, and build annual operating plans aligned to strategy
- Design execution management systems that maintain focus and accountability during implementation
- Manage the strategy-to-execution gap and keep leadership teams aligned through delivery
- Review and update strategic plans dynamically in response to changing conditions

8. LEADERSHIP & MANAGEMENT **Cont.**

177. Leadership Development and Coaching

Course Overview

Develops skills in coaching, mentoring, and developing other leaders. Participants apply coaching frameworks, develop their coaching presence, and build programmes that develop leadership talent across the organisation.

Target Audience

Senior leaders, HR professionals, executive coaches, and managers who develop and support other leaders.

Key Learning Outcomes

- Apply structured coaching frameworks to develop leadership capability in others
- Build coaching presence, deep listening, and powerful questioning as core leadership coaching skills
- Design and manage leadership development programmes for different levels of the organisation
- Mentor emerging leaders with wisdom, generosity, and appropriate challenge
- Measure the impact of leadership development and coaching investments on individual and organisational performance

178. Executive Leadership and Decision Making

Course Overview

An advanced executive programme developing the decision-making, governance, and strategic leadership competencies of senior executives. Participants examine how exceptional executives think, decide, and act in high-stakes environments.

Target Audience

CEOs, board members, senior government officials, and executive leaders seeking to elevate their decision-making and leadership impact.

Key Learning Outcomes

- Apply executive decision-making frameworks to complex, ambiguous, and high-stakes choices
- Exercise strategic judgement in situations of incomplete information and significant consequence
- Lead boards, executive committees, and leadership teams with authority and collaborative respect
- Navigate institutional politics and external stakeholder landscapes with sophistication
- Build personal executive presence and credibility as a leader worthy of institutional trust

179. Leadership in Complex Environments

Course Overview

Addresses the specific leadership challenges of managing in complex, multi-stakeholder, and politically sensitive environments. Participants develop skills to lead effectively in contexts characterised by competing interests, ambiguity, and significant public accountability.

Target Audience

Public sector leaders, NGO executives, multi-national executives, and professionals leading in politically complex and high-accountability environments.

Key Learning Outcomes

- Understand and navigate the dynamics of complex, multi-stakeholder leadership environments
- Manage competing institutional interests with diplomacy, integrity, and strategic clarity
- Lead through ambiguity and adapt leadership approaches to context-specific demands
- Develop political intelligence and use it to advance legitimate organisational goals
- Build coalitions, manage relationships, and exercise influence in complex institutional systems

8. LEADERSHIP & MANAGEMENT **Cont.**

180. Managing Organisational Change

Course Overview

Provides a practical framework for managing change in organisations of all sizes and sectors. Participants apply change management principles to design, plan, and implement change initiatives that deliver intended outcomes and stick.

Target Audience

Managers, project leaders, HR professionals, and anyone responsible for leading or managing change within their organisation.

Key Learning Outcomes

- Apply change management frameworks to plan and design organisational change initiatives
- Assess change readiness and develop strategies to build organisational capacity for change
- Communicate change effectively using targeted messages for different stakeholder groups
- Manage resistance to change through engagement, empathy, and evidence-based persuasion
- Evaluate change effectiveness and embed outcomes so that improvements are sustained long-term

181. Leadership Psychology and Behaviour

Course Overview

Examines the psychological foundations of leadership effectiveness. Participants explore leadership behaviour, emotional intelligence, motivation, and the psychological dimensions of leader-follower relationships for sustained performance.

Target Audience

Leaders seeking deeper self-awareness and those interested in applying psychology to improve leadership effectiveness and team relationships.

Key Learning Outcomes

- Understand the psychological drivers of leadership behaviour and follower responses
- Apply emotional intelligence frameworks to improve self-awareness, empathy, and relationship management
- Recognise and manage common psychological barriers to leadership effectiveness
- Apply motivational psychology to engage, inspire, and retain team members
- Use psychological insight to manage leadership stress, build resilience, and maintain peak performance

182. Strategic Thinking for Leaders

Course Overview

Develops the strategic thinking capabilities that allow leaders to see the big picture, anticipate change, and make choices that create long-term advantage. Participants apply strategic analysis tools and develop habits of strategic inquiry.

Target Audience

Leaders at all levels seeking to strengthen their strategic perspective and apply it more consistently in their day-to-day decisions.

Key Learning Outcomes

- Apply strategic analysis frameworks to evaluate the competitive and external environment
- Think systemically about the organisation and its place in a broader ecosystem
- Identify strategic options and evaluate them through a rigorous analytical lens
- Develop the habit of strategic questioning and challenge within leadership teams
- Connect daily operational decisions to long-term strategic direction with discipline and clarity

8. LEADERSHIP & MANAGEMENT **Cont.**

183. Leadership and Business Growth

Course Overview

Examines the leadership role in driving business growth and scaling organisations. Participants develop the skills to lead growth strategies, manage growth challenges, and build the organisational capability needed to sustain expansion.

Target Audience

Entrepreneurs, CEO-level leaders, business unit heads, and executives leading organisations through growth phases.

Key Learning Outcomes

- Develop growth strategies that leverage organisational strengths and market opportunities
- Lead the organisational scaling required to manage growth without losing quality or culture
- Manage the cash, talent, and operational challenges that typically accompany rapid growth
- Build investor and stakeholder confidence in the leadership team's ability to manage growth
- Balance growth ambition with operational discipline and sustainable value creation

184. Building Leadership Capability

Course Overview

Provides a systematic approach to building leadership capability across an organisation. Participants develop leadership capability frameworks, design development programmes, and create the conditions for leaders to grow at every level.

Target Audience

HR directors, L&D professionals, talent managers, and executives responsible for building the leadership bench strength of the organisation.

Key Learning Outcomes

- Develop a leadership capability framework that defines the behaviours required at each leadership level
- Design and implement leadership development programmes for multiple levels of the organisation
- Build a pipeline of leadership talent through structured identification, development, and succession processes
- Create environments where leaders are challenged, supported, and recognised for their growth
- Measure the effectiveness of leadership capability programmes and demonstrate ROI to the organisation

185. Leadership for Innovation

Course Overview

Examines the specific leadership behaviours and cultural conditions that enable innovation to flourish. Participants develop the skills to create psychologically safe environments, sponsor innovation, and manage the tension between innovation and operational excellence.

Target Audience

Senior leaders, innovation champions, R&D managers, and executives seeking to build innovation cultures within their organisations.

Key Learning Outcomes

- Create the psychological safety and organisational conditions that enable innovation to thrive
- Apply leadership behaviours that encourage curiosity, experimentation, and learning from failure
- Manage the innovation portfolio from early stage ideation through to scaling and commercialisation
- Balance the demands of running the existing business with sponsoring innovation for the future
- Build innovation leadership capability across multiple levels of the organisation

8. LEADERSHIP & MANAGEMENT Cont.

186. Leadership Impact and Influence

Course Overview

Focuses on the personal impact and influence of leaders and how to maximise it. Participants assess their current leadership impact, identify limiting patterns, and develop a personal strategy to increase their influence and effectiveness.

Target Audience

Leaders who want to increase their personal impact and develop stronger influence within their organisations and professional communities.

Key Learning Outcomes

- Assess personal leadership impact honestly using self-reflection, feedback, and evidence
- Identify the specific leadership presence elements that create trust, credibility, and influence
- Apply influence frameworks to engage and align diverse stakeholders around important goals
- Develop a personal brand that represents genuine leadership strengths and values
- Build a strategic network and use it to multiply leadership impact and open new opportunities

187. Leading with Purpose and Vision

Course Overview

An exploration of purpose-driven leadership — how leaders discover, articulate, and lead from a place of authentic purpose and vision. Participants develop a personal leadership purpose and connect it to meaningful organisational impact.

Target Audience

Leaders at all levels who want to develop a clearer sense of purpose and lead with greater authenticity, meaning, and long-term perspective.

Key Learning Outcomes

- Discover and articulate a personal leadership purpose that is authentic and energising
- Connect personal purpose to organisational mission and strategic direction
- Inspire teams and stakeholders through purpose-driven communication and visionary thinking
- Make leadership decisions that are consistently aligned to stated values and purpose
- Build organisations in which purpose is embedded in culture, strategy, and everyday practice





HUMAN CAPITAL MANAGEMENT

9. HUMAN CAPITAL MANAGEMENT

188. Strategic Human Resource Management

Course Overview

Equips HR leaders with the strategic frameworks to position the HR function as a driver of institutional performance. Participants develop HR strategies aligned to business objectives, manage the HR function effectively, and build credible HR leadership capability.

Target Audience

HR directors, CHROs, senior HR business partners, and HR professionals transitioning into strategic roles.

Key Learning Outcomes

- Develop a strategic HR agenda that aligns people priorities to business strategy
- Position the HR function as a valued strategic partner to the board and executive leadership
- Apply strategic HRM frameworks to workforce planning, talent strategy, and culture development
- Manage the HR function for efficiency, quality, and business impact
- Measure HR strategic contribution and communicate value to senior leadership

189. Talent Acquisition and Workforce Planning

Course Overview

Provides a rigorous approach to attracting, assessing, and hiring the right talent and planning workforce needs ahead of demand. Participants develop talent acquisition strategies and workforce planning models aligned to organisational strategy.

Target Audience

Talent acquisition professionals, HR business partners, workforce planners, and managers responsible for hiring decisions.

Key Learning Outcomes

- Develop a talent acquisition strategy that builds competitive advantage in the market for talent
- Apply workforce planning techniques to forecast talent supply and demand accurately
- Design selection processes that are rigorous, fair, and predictive of job performance
- Build employer brand and talent attraction programmes that reach and engage top candidates
- Measure the effectiveness and efficiency of the talent acquisition process using relevant metrics

190. Performance Management and Employee Development

Course Overview

Covers the design and management of performance management systems and their integration with employee development. Participants develop skills to manage performance effectively and build development frameworks that grow capability.

Target Audience

HR professionals, line managers, L&D specialists, and executives responsible for building performance and development cultures.

Key Learning Outcomes

- Design a performance management cycle that is fair, transparent, and motivating for employees
- Conduct effective performance appraisals and development conversations with skill and confidence
- Integrate performance data with individual development planning and career pathing
- Manage the full range of performance situations from exceptional to poor performance constructively
- Link performance management to reward, promotion, and succession planning decisions

9. HUMAN CAPITAL MANAGEMENT

191. Compensation and Total Rewards Strategy

Course Overview

Develops skills in designing and managing competitive and equitable compensation and total rewards programmes. Participants apply reward strategy frameworks to attract, retain, and motivate high-performing employees.

Target Audience

Reward professionals, HR directors, finance leaders, and executives responsible for compensation strategy and pay decisions.

Key Learning Outcomes

- Develop a total rewards strategy that is competitive, equitable, and aligned to business objectives
- Design base pay structures, job evaluation frameworks, and pay grading systems
- Develop variable pay, short-term incentive, and long-term incentive programmes
- Manage pay equity and ensure compliance with employment law and market best practice
- Communicate reward strategy clearly to employees, candidates, and institutional stakeholders

192. Employee Engagement and Workplace Culture

Course Overview

Examines how organisations build high levels of employee engagement and positive workplace cultures. Participants develop engagement strategies, culture change programmes, and the leadership behaviours that create environments where people thrive.

Target Audience

HR directors, culture specialists, organisational development professionals, and executives committed to building great places to work.

Key Learning Outcomes

- Measure employee engagement and diagnose the cultural and leadership factors driving it
- Develop employee engagement strategies with targeted interventions for different employee groups
- Design culture change programmes that shift organisational values and behaviour deliberately
- Build leadership behaviours and management practices that consistently drive engagement
- Sustain engagement and culture improvements over the long term through monitoring, accountability, and reinforcement

193. HR Analytics and Data-Driven Decision Making

Course Overview

Develops the analytical capability of HR professionals to make better evidence-based decisions about people and workforce strategy. Participants apply HR analytics tools to answer strategic questions and improve HR programme effectiveness.

Target Audience

HR professionals, talent analytics specialists, and business partners seeking to strengthen their analytical and data capabilities.

Key Learning Outcomes

- Apply data analytics tools and methods to common HR and workforce questions
- Build HR dashboards and workforce reporting packs for executive decision-making
- Use predictive analytics to forecast attrition, performance, and talent risks
- Conduct analysis of the ROI of HR programmes, including training, engagement, and recruitment
- Develop data governance practices for HR data and ensure compliance with privacy regulations

9. HUMAN CAPITAL MANAGEMENT **Cont.**

194. Learning and Development Strategy

Course Overview

Covers the strategic design and management of learning and development functions. Participants develop L&D strategies, design effective learning programmes, and demonstrate the business impact of learning investments.

Target Audience

L&D directors, HR business partners, learning designers, and executives responsible for building organisational capability.

Key Learning Outcomes

- Develop a learning and development strategy aligned to business strategy and capability needs
- Design learning programmes that are effective, engaging, and appropriate to the learner population
- Manage L&D functions and vendors to deliver quality learning at scale and cost
- Evaluate learning effectiveness using the Kirkpatrick model and similar frameworks
- Demonstrate the business impact of L&D investment and build compelling cases for learning budgets

195. Organisational Development and Change

Course Overview

Addresses the design and management of organisational development interventions that improve organisational effectiveness. Participants apply OD principles to culture change, structure redesign, and the development of organisational capability.

Target Audience

OD specialists, HR business partners, change managers, and executives driving organisational improvement.

Key Learning Outcomes

- Apply organisational development theories and frameworks to practical improvement challenges
- Diagnose organisational health and identify the systemic factors limiting effectiveness
- Design OD interventions to address specific culture, structure, or capability challenges
- Manage the change process inherent in OD work with sensitivity and professional rigour
- Evaluate the effectiveness of OD interventions and sustain improvements through embedding new ways of working

196. Diversity, Equity, and Inclusion Strategy

Course Overview

Equips professionals with the knowledge and skills to develop and implement effective DEI strategies. Participants examine the business case for diversity, the barriers to inclusion, and the specific actions that create genuinely equitable workplaces.

Target Audience

HR directors, DEI specialists, executives, and professionals committed to building more diverse, equitable, and inclusive organisations.

Key Learning Outcomes

- Develop a DEI strategy grounded in evidence, business relevance, and genuine commitment
- Diagnose the current state of diversity, equity, and inclusion using data and employee insight
- Design targeted interventions to address the specific barriers to representation and inclusion
- Build inclusive leadership behaviours and develop DEI accountability across management layers
- Measure DEI programme effectiveness and report progress to leadership and external stakeholders

9. HUMAN CAPITAL MANAGEMENT **Cont.**

197. Succession Planning and Leadership Development

Course Overview

Provides a comprehensive approach to succession planning and the development of the leadership pipeline. Participants develop succession frameworks, identify high-potential talent, and build development experiences that accelerate readiness.

Target Audience

HR directors, talent managers, executive committees, and boards responsible for leadership continuity and succession.

Key Learning Outcomes

- Develop a succession planning framework that identifies critical roles and builds robust talent pools
- Apply talent assessment tools and processes to evaluate leadership readiness and potential
- Design development experiences that accelerate succession candidates towards leadership readiness
- Manage succession risks and ensure adequate depth of coverage for key positions
- Report on succession planning health to boards and executive governance bodies

198. Workforce Transformation Strategy

Course Overview

Addresses the strategic management of workforce transformation in response to technology, economic, and demographic change. Participants develop workforce transformation strategies that reskill, redeploy, and reshape the workforce for future requirements.

Target Audience

CHROs, HR strategists, executives, and workforce planning professionals managing significant workforce change.

Key Learning Outcomes

- Develop a workforce transformation strategy aligned to the future operating model of the organisation
- Apply workforce analytics to identify skill gaps and reskilling priorities at scale
- Design reskilling, upskilling, and redeployment programmes to build future-ready capabilities
- Manage the social, legal, and human dimensions of workforce transformation with care
- Engage employees and unions in workforce transformation with transparency and integrity

199. HR Policy and Governance

Course Overview

Provides a systematic approach to designing, managing, and enforcing HR policies and the governance frameworks that ensure consistent and fair treatment of employees. Topics include employment law, policy design, and HR compliance.

Target Audience

HR managers, employment law practitioners, compliance officers, and HR professionals responsible for policies and governance.

Key Learning Outcomes

- Develop and maintain a comprehensive HR policy framework covering key employment areas
- Navigate employment law obligations applicable to the organisation and its workforce
- Design governance processes that ensure consistent, fair, and compliant application of HR policy
- Manage policy exceptions, grievances, and disciplinary matters with professionalism
- Review and update HR policies regularly to reflect legal and best practice developments



9. HUMAN CAPITAL MANAGEMENT **Cont.**

200. Employee Wellbeing and Productivity

Course Overview

Examines the relationship between employee wellbeing and organisational productivity. Participants develop wellbeing strategies, design workplace health programmes, and create environments in which people are healthy, energised, and able to perform at their best.

Target Audience

HR professionals, occupational health specialists, line managers, and executives committed to supporting employee wellbeing.

Key Learning Outcomes

- Develop an employee wellbeing strategy covering physical, mental, financial, and social wellbeing dimensions
- Design wellbeing programmes and initiatives that are evidence-based and accessible to all employees
- Build manager capability to recognise and respond to employee wellbeing issues effectively
- Create a culture that normalises wellbeing conversations and removes stigma from mental health
- Measure the impact of wellbeing programmes on productivity, absence, and engagement

201. Industrial Relations and Conflict Management

Course Overview

Addresses the management of industrial relations and workplace conflict in complex employment environments. Participants develop skills in collective bargaining, conflict resolution, and the management of employee relations challenges.

Target Audience

HR directors, employee relations professionals, line managers, and executives operating in unionised or complex employee relations environments.

Key Learning Outcomes

- Navigate the legal and institutional framework of industrial relations in the relevant jurisdiction
- Develop constructive relationships with trade unions and employee representative bodies
- Manage collective bargaining processes with strategy, discipline, and genuine respect
- Resolve individual and collective workplace conflicts using mediation and dispute resolution techniques
- Build positive employee relations cultures that prevent conflict through proactive engagement

202. Talent Retention and Engagement

Course Overview

Focuses on the strategies and practices that retain valued employees and maintain high levels of engagement. Participants develop evidence-based retention programmes, exit analysis methodologies, and targeted interventions for critical talent groups.

Target Audience

HR professionals, line managers, talent managers, and executives with accountability for retaining key talent.

Key Learning Outcomes

- Identify the specific drivers of employee retention and departure for different talent segments
- Develop targeted retention strategies for high-value, high-risk talent populations
- Design stay interviews, pulse surveys, and listening programmes to gather retention intelligence
- Manage exit processes effectively and use departure data to drive retention improvements
- Link retention strategy to engagement, development, reward, and leadership quality improvements

9. HUMAN CAPITAL MANAGEMENT **Cont.**

203. HR Business Partnering

Course Overview

Develops the skills of HR professionals to function as effective, commercially savvy business partners. Participants develop the mindset, knowledge, and behaviours to act as strategic advisors to business leaders.

Target Audience

HR business partners, senior HR generalists, and HR professionals seeking to elevate their strategic business partnership capability.

Key Learning Outcomes

- Develop commercial acumen and business knowledge that enables credible business partnering
- Build trusted advisory relationships with business leaders and executive stakeholders
- Apply HR expertise proactively to diagnose and solve business problems
- Translate business strategy into people implications and develop targeted HR responses
- Measure and communicate the business impact of HR business partner activities and interventions

204. Leadership Development and Talent Growth

Course Overview

Provides HR and talent professionals with a comprehensive approach to growing leadership talent within the organisation. Participants design and manage leadership development programmes at multiple levels of the organisation.

Target Audience

L&D professionals, talent managers, HR business partners, and executives responsible for building leadership depth.

Key Learning Outcomes

- Develop a leadership competency model that defines requirements at each leadership level
- Design a leadership development curriculum with programmes for emerging, developing, and senior leaders
- Manage leadership development vendors and external partners for quality and cost-effectiveness
- Identify and accelerate high-potential leadership talent through development and stretch assignments
- Measure the pipeline health and development ROI of leadership talent programmes

205. Organisational Culture Transformation

Course Overview

Provides a rigorous approach to transforming organisational culture deliberately and sustainably. Participants diagnose current culture, define target culture, and design interventions to close the gap through leadership, systems, and engagement.

Target Audience

Executives, HR directors, organisational development professionals, and change leaders committed to culture transformation.

Key Learning Outcomes

- Diagnose current organisational culture using research frameworks and employee listening tools
- Define the target culture required to achieve strategic objectives
- Design a culture transformation programme with interventions across leadership, systems, and recognition
- Manage culture change with patience, consistency, and visible senior leadership commitment
- Measure culture transformation progress and make adjustments based on ongoing diagnosis

9. HUMAN CAPITAL MANAGEMENT **Cont.**

206. HR Strategy and Planning

Course Overview

Covers the development of a comprehensive HR strategy and operational HR plan. Participants develop HR strategies that are business-focused, evidence-based, and practically executable across the full range of HR activities.

Target Audience

HR directors, HR business partners, and HR leaders responsible for developing and communicating annual and multi-year HR plans.

Key Learning Outcomes

- Develop a multi-year HR strategy aligned to corporate strategy and stakeholder expectations
- Build an annual HR operating plan with clear priorities, activities, budgets, and accountabilities
- Communicate the HR strategy compellingly to executive leadership and across the business
- Manage the HR strategy execution cycle, including milestone tracking and performance review
- Adapt the HR strategy dynamically in response to changing business and workforce conditions

207. Managing Workforce Performance

Course Overview

Equips managers and HR professionals with practical skills to manage workforce performance at individual and team levels. Topics include goal setting, performance monitoring, coaching, feedback, and managing underperformance.

Target Audience

Line managers, team leaders, HR generalists, and professionals responsible for day-to-day workforce performance management.

Key Learning Outcomes

- Set clear, motivating, and measurable performance goals for individual team members
- Monitor performance consistently and provide timely, specific, and constructive feedback
- Coach team members to improve their performance and reach their full potential
- Manage underperformance with procedural fairness, documentation, and supportive intervention
- Create a team environment where high performance is expected, recognised, and consistently rewarded





PROFESSIONAL & ADMINISTRATIVE DEVELOPMENT



10. PROFESSIONAL & ADMINISTRATIVE DEVELOPMENT

208. Advanced Office Management and Strategic Planning

Course Overview

Equips senior administrative professionals with the skills to manage complex office environments strategically. Participants develop office management capabilities, operational planning skills, and the leadership competencies to run high-functioning professional offices.

Target Audience

Senior administrators, office managers, PAs to executives, and professionals managing large or complex administrative functions.

Key Learning Outcomes

- Design and manage office systems and procedures that support organisational efficiency
- Develop operational plans for the administrative function with clear priorities and KPIs
- Lead administrative teams with direction, development, and accountability
- Manage office budgets, resources, and vendor relationships professionally
- Continuously improve office management practices through proactive problem-solving and innovation

209. High-Impact Business Communication

Course Overview

Develops the written and verbal communication skills needed to make a strong impact in professional environments. Participants refine their ability to write clearly, speak persuasively, and communicate complex information with precision and confidence.

Target Audience

Professionals at all levels who want to communicate more effectively in written reports, presentations, emails, and verbal interactions.

Key Learning Outcomes

- Write clear, concise, and professional business communications for a range of audiences and purposes
- Structure and deliver confident, well-organised verbal presentations in professional settings
- Adapt communication style and tone to different audiences, contexts, and cultural expectations
- Develop persuasive written proposals and business cases that motivate action
- Proofread and edit written communications to professional publication standard

210. Executive Support and Coordination Excellence

Course Overview

Develops the skills of professionals who support senior executives, covering diary management, briefing preparation, stakeholder coordination, and the management of complex executive schedules and responsibilities.

Target Audience

Executive assistants, personal assistants, chief of staff professionals, and senior administrative staff supporting executive leadership.

Key Learning Outcomes

- Manage complex executive diaries, travel, and logistics with precision and professionalism
- Prepare high-quality briefing documents, presentations, and background materials for executive use
- Coordinate meetings, events, and stakeholder engagements on behalf of executive leadership
- Manage confidential information and sensitive communications with absolute discretion
- Anticipate executive needs and manage competing demands proactively and effectively

10. PROFESSIONAL & ADMINISTRATIVE DEVELOPMENT

211. Time Management and Personal Productivity

Course Overview

Provides practical techniques for managing time, priorities, and workload more effectively. Participants develop personal productivity systems and habits that enable consistent high performance in demanding professional environments.

Target Audience

Professionals at all levels seeking to improve their personal effectiveness, manage competing priorities, and achieve more with less stress.

Key Learning Outcomes

- Apply time management frameworks and tools to organise work and manage competing priorities
- Identify and eliminate time wasters, interruptions, and unproductive work habits
- Develop systems for managing tasks, deadlines, and information flow effectively
- Apply energy management alongside time management to sustain performance throughout the workday
- Set meaningful professional goals and develop the discipline to achieve them consistently

212. Professional Etiquette and Workplace Effectiveness

Course Overview

Covers the professional standards of conduct, communication, and behaviour expected in modern organisational environments. Participants develop workplace etiquette, business protocol, and the interpersonal skills that underpin professional success.

Target Audience

Professionals at all experience levels seeking to strengthen their professional conduct, presence, and interpersonal effectiveness.

Key Learning Outcomes

- Apply professional standards of conduct in business meetings, correspondence, and events
- Navigate cultural and contextual differences in professional etiquette with sensitivity
- Build positive professional relationships through appropriate communication and respectful behaviour
- Represent the organisation professionally in external interactions and high-profile settings
- Develop a polished professional presence that enhances credibility and career progression

213. Administrative Leadership and Office Strategy

Course Overview

Develops the leadership competencies of senior administrative professionals to lead administrative teams strategically and manage the administrative function as a genuine organisational resource.

Target Audience

Senior administrative managers, heads of administration, and professionals leading administrative teams or functions.

Key Learning Outcomes

- Develop and communicate a strategic vision for the administrative function
- Lead administrative teams with clear expectations, professional development, and performance accountability
- Design administrative processes and workflows that enable organisational efficiency
- Manage administrative resources, budgets, and vendor relationships for value and quality
- Represent the administrative function credibly to senior leadership and strategic governance bodies

10. PROFESSIONAL & ADMINISTRATIVE DEVELOPMENT

214. Digital Tools and Workplace Efficiency

Course Overview

Covers the use of digital tools and technology platforms to improve personal and team efficiency in the workplace. Participants develop practical skills in using productivity tools, collaboration platforms, and automation to work smarter.

Target Audience

Professionals at all levels seeking to improve workplace efficiency through effective use of digital tools and modern working practices.

Key Learning Outcomes

- Apply digital productivity tools including document management, project management, and communication platforms
- Automate routine administrative tasks using available digital tools and workflow solutions
- Collaborate effectively with colleagues and stakeholders using digital collaboration platforms
- Manage digital information, files, and records with organisation, security, and accessibility
- Continuously develop digital skills to keep pace with evolving workplace technology

215. Stakeholder Communication and Coordination

Course Overview

Develops skills in managing complex stakeholder communication and coordination in professional environments. Participants learn how to identify stakeholders, plan communication strategies, and manage ongoing stakeholder relationships effectively.

Target Audience

Administrative professionals, project coordinators, communications staff, and anyone managing multi-stakeholder relationships in their role.

Key Learning Outcomes

- Identify and analyse stakeholders and their communication needs in professional contexts
- Develop stakeholder communication plans for projects, programmes, and regular operational communication
- Coordinate multi-stakeholder meetings, events, and workstreams with professionalism and attention to detail
- Manage stakeholder expectations and resolve communication breakdowns constructively
- Build long-term stakeholder relationships grounded in reliability, respect, and professional service

216. Problem Solving and Decision Support

Course Overview

Develops structured problem-solving and decision support skills for administrative and professional roles. Participants apply analytical frameworks to identify problems, evaluate options, and support high-quality decision-making.

Target Audience

Administrative professionals, business analysts, executive support staff, and professionals who provide analysis and decision support in their roles.

Key Learning Outcomes

- Apply structured problem-solving methodologies to identify root causes and develop solutions
- Gather, organise, and analyse information to support evidence-based decision-making
- Develop concise, well-structured briefing notes, options papers, and decision memos
- Present problem analyses and recommendations clearly and confidently to management
- Build organisational problem-solving capability within administrative and support teams

10. PROFESSIONAL & ADMINISTRATIVE DEVELOPMENT

217. Personal Effectiveness and Professional Growth

Course Overview

Examines the personal habits, mindsets, and practices that underpin sustained professional effectiveness and career growth. Participants develop self-awareness, professional goals, and a personal development plan for continued growth.

Target Audience

Professionals at any career stage who want to develop greater personal effectiveness and take ownership of their professional development.

Key Learning Outcomes

- Develop deep self-awareness of personal strengths, development areas, and career aspirations
- Apply growth mindset principles to overcome limitations and embrace professional challenges
- Set meaningful career goals and develop structured personal development plans
- Build professional relationships, networks, and visibility that support career advancement
- Sustain personal effectiveness through energy management, wellbeing, and continuous learning habits

218. Executive Assistant Excellence

Course Overview

A comprehensive programme for executive assistants seeking to operate at the highest level of professional excellence. Participants develop the skills, behaviours, and strategic understanding needed to be an exceptional executive support professional.

Target Audience

Experienced executive assistants, personal assistants, and chief of staff professionals seeking to elevate their professional performance.

Key Learning Outcomes

- Manage executive support responsibilities at a level of excellence that adds genuine strategic value
- Anticipate and respond to executive needs with speed, accuracy, and professional discretion
- Build a highly productive and trust-based working relationship with the executive they support
- Represent the executive and the organisation professionally in all interactions
- Continuously develop as an executive support professional through ongoing learning and best practice adoption

219. Office Operations and Workflow Management

Course Overview

Covers the design and management of office operations and workflows to maximise efficiency and quality. Participants develop skills in process mapping, workflow optimisation, and the management of office operations at scale.

Target Audience

Office managers, operations supervisors, administrative leaders, and professionals responsible for managing office processes and systems.

Key Learning Outcomes

- Map and analyse office workflows to identify inefficiencies and areas for improvement
- Design streamlined operational processes that support organisational goals and service standards
- Implement workflow management systems and digital tools to improve operational visibility
- Manage office operations teams for performance, quality, and professional service delivery
- Continuously review and improve office operations using feedback, data, and best practice standards

10. PROFESSIONAL & ADMINISTRATIVE DEVELOPMENT

220. Professional Communication and Influence

Course Overview

Develops advanced professional communication and influence skills. Participants refine their ability to communicate with impact, build credibility with senior stakeholders, and use influence techniques appropriately in professional settings.

Target Audience

Professionals seeking to communicate more persuasively, build stronger professional relationships, and increase their influence in their organisations.

Key Learning Outcomes

- Communicate with confidence, clarity, and appropriate assertiveness in professional settings
- Apply influence techniques to build support for ideas and proposals without formal authority
- Develop written communication that is compelling, action-oriented, and professionally polished
- Navigate sensitive conversations and deliver unwelcome messages with tact and professionalism
- Build a professional reputation grounded in reliable communication, consistent delivery, and trusted relationships

221. Administrative Performance and Effectiveness

Course Overview

Provides a systematic approach to measuring and improving administrative performance. Participants develop performance frameworks for administrative teams, set meaningful standards, and build cultures of administrative excellence.

Target Audience

Administrative managers, heads of administration, and professionals responsible for managing administrative team performance.

Key Learning Outcomes

- Define and measure administrative performance using meaningful standards and KPIs
- Conduct regular performance reviews with administrative team members constructively and professionally
- Identify and address performance gaps through coaching, training, and process improvement
- Build a culture of professional excellence and continuous improvement in administrative teams
- Report on administrative team performance to senior management with confidence and clarity

222. Workplace Organisation and Efficiency

Course Overview

Focuses on the organisation of physical and digital workplaces to improve efficiency, reduce waste, and create environments in which people can do their best work. Topics include space management, digital organisation, and workplace system design.

Target Audience

Facility managers, administrative professionals, team leaders, and anyone seeking to improve the organisation and efficiency of their working environment.

Key Learning Outcomes

- Apply 5S and workplace organisation principles to physical and digital work environments
- Design efficient workspace layouts that support the work processes of the team
- Develop systems for managing documents, information, and communications efficiently
- Build habits of workplace organisation and maintain them through team culture and standards
- Measure the impact of workplace organisation improvements on efficiency, quality, and employee satisfaction



STRATEGY, INNOVATION & POLICY

11. STRATEGY, INNOVATION & POLICY

223. Strategic Frameworks for Competitive Advantage

Course Overview

Equips strategy professionals and executives with the core frameworks for developing and sustaining competitive advantage. Participants apply foundational and contemporary strategy tools to develop strategies that create durable market positions.

Target Audience

Strategy directors, business unit leaders, management consultants, and executives responsible for competitive strategy.

Key Learning Outcomes

- Apply Porter's Five Forces, VRIO, and other core strategy frameworks to competitive analysis
- Develop strategies that leverage distinctive organisational capabilities for competitive advantage
- Evaluate competitive dynamics and develop differentiated strategic responses
- Build and communicate a clear strategic logic that guides resource allocation and decision-making
- Assess and update competitive strategies in response to changing market conditions

224. Driving Innovation and Growth Strategy

Course Overview

Examines how organisations develop and execute innovation strategies that deliver sustainable growth. Participants integrate innovation frameworks with growth strategy development, examining both organic and inorganic growth levers.

Target Audience

Growth leaders, strategy professionals, innovation managers, and executives responsible for building organisations that grow through innovation.

Key Learning Outcomes

- Develop an innovation-led growth strategy with a balanced portfolio of opportunities
- Identify and pursue breakthrough innovation opportunities that create new market spaces
- Manage the innovation funnel from ideation through development to commercial launch
- Align innovation investment with strategic priorities and resource constraints
- Measure innovation programme performance and demonstrate commercial value creation

225. Blue Ocean Strategy for Market Leadership

Course Overview

Applies Blue Ocean Strategy frameworks to help participants identify and create uncontested market spaces. Topics include value innovation, the strategy canvas, and the practical steps to move from competitive red oceans to differentiated blue oceans.

Target Audience

Strategy professionals, business unit leaders, innovation managers, and executives looking to escape commoditised competition through market creation.

Key Learning Outcomes

- Apply the Blue Ocean Strategy canvas and four actions framework to strategic challenges
- Identify non-customers and develop strategies to reach them with relevant offerings
- Develop value innovations that create new demand rather than competing for existing demand
- Build the organisational alignment and capability to execute a Blue Ocean Strategy
- Evaluate the sustainability of blue ocean positions and develop strategies to protect them

11. STRATEGY, INNOVATION & POLICY **Cont.**

226. Design Thinking and Creative Problem Solving

Course Overview

Provides a practical introduction to design thinking and creative problem-solving methodologies. Participants develop human-centred approaches to understanding problems and generating innovative solutions that work in practice.

Target Audience

Professionals across all functions who want to apply structured creativity to solve complex organisational challenges.

Key Learning Outcomes

- Apply the five stages of design thinking to real organisational challenges
- Develop deep customer and stakeholder empathy as a foundation for problem definition
- Facilitate ideation sessions that generate a wide range of creative solution options
- Prototype and test solution concepts rapidly to validate feasibility and desirability
- Apply creative problem-solving approaches to strategic, operational, and service design challenges

227. Policy Design and Economic Development Strategy

Course Overview

Provides a rigorous approach to developing public policy and economic development strategies. Participants apply policy analysis frameworks, stakeholder engagement techniques, and economic development models to design effective policies.

Target Audience

Government officials, development professionals, policy advisors, economists, and executives engaged in public policy and economic development.

Key Learning Outcomes

- Apply policy analysis frameworks to diagnose economic development challenges and opportunities
- Design evidence-based policies that address identified market failures or development priorities
- Engage stakeholders in the policy design and consultation process effectively
- Assess the economic, social, and fiscal impacts of proposed policy options
- Implement and evaluate economic development strategies with appropriate monitoring frameworks

228. Value Creation and Strategic Execution

Course Overview

Examines how organisations create sustainable value and develop the execution capabilities to deliver on their strategic commitments. Participants integrate value creation theory with practical execution management.

Target Audience

CEOs, strategy directors, and senior executives responsible for value creation and strategy execution in complex organisations.

Key Learning Outcomes

- Identify the specific sources of value creation available to the organisation and develop strategies to capture them
- Design execution frameworks that close the strategy-to-results gap consistently
- Build execution cultures characterised by focus, accountability, and rapid learning
- Manage strategic trade-offs and resource allocation decisions with discipline and transparency
- Measure value creation performance and communicate strategic progress to investors and stakeholders



STRATEGY, INNOVATION & POLICY

11. STRATEGY, INNOVATION & POLICY **Cont.**

229. Business Process Optimisation and Modelling

Course Overview

Provides a systematic approach to optimising business processes through analysis, redesign, and the application of process modelling techniques. Participants develop skills to improve process performance and reduce complexity.

Target Audience

Business analysts, process improvement professionals, operations managers, and strategy teams responsible for improving organisational processes.

Key Learning Outcomes

- Map business processes at appropriate levels of detail to support analysis and improvement
- Apply process modelling tools to represent, evaluate, and communicate process designs
- Identify process inefficiencies, redundancies, and risks through systematic analysis
- Design improved processes that achieve better outcomes at lower cost and with greater reliability
- Manage process change implementations with appropriate governance and change management

230. Innovation Strategy and Implementation

Course Overview

Covers the development and implementation of innovation strategies across organisations of different types and sizes. Participants develop innovation strategies, design innovation governance structures, and manage the implementation of innovation programmes.

Target Audience

Innovation directors, strategy professionals, R&D managers, and executives responsible for building and managing innovation capability.

Key Learning Outcomes

- Develop a comprehensive innovation strategy with clear objectives, portfolio design, and resource allocation
- Design governance structures for managing innovation investment and programme performance
- Build innovation cultures and capabilities that sustain innovation as an ongoing organisational competency
- Implement innovation management systems and processes that enable efficient idea development
- Measure innovation strategy performance and continuously improve the innovation operating model

231. Strategic Planning and Goal Achievement

Course Overview

Provides a practical framework for strategic planning and the disciplined pursuit of goal achievement. Participants develop planning skills, goal frameworks, and execution management systems that deliver consistent results.

Target Audience

Managers, department heads, team leaders, and professionals responsible for developing and executing plans in their areas of responsibility.

Key Learning Outcomes

- Develop clear, ambitious, and achievable strategic and operational plans
- Apply OKR, balanced scorecard, and goal-setting frameworks to organise planning and accountability
- Translate strategic plans into operational activities with clear ownership and timelines
- Manage plan execution with regular review rhythms, milestone tracking, and proactive issue resolution
- Adapt plans intelligently in response to changing conditions while maintaining strategic direction

11. STRATEGY, INNOVATION & POLICY **Cont.**

232. Organisational Excellence and Performance Strategy

Course Overview

Examines how organisations achieve and sustain excellence in performance across strategic, operational, and cultural dimensions. Participants apply performance excellence frameworks to assess organisational maturity and develop improvement strategies.

Target Audience

Senior executives, quality and strategy professionals, and leaders committed to building organisations that consistently perform at the highest level.

Key Learning Outcomes

- Apply performance excellence frameworks including EFQM and Baldrige to assess organisational maturity
- Identify the leadership, strategy, people, process, and results drivers of organisational excellence
- Develop an organisational excellence strategy with targeted improvement priorities and programmes
- Build quality and performance improvement cultures that sustain excellence beyond individual initiatives
- Measure organisational excellence progress and communicate results to leadership and stakeholders

233. Competitive Strategy and Market Positioning

Course Overview

Focuses on the development of competitive strategies that establish strong market positions and deliver sustainable advantage. Participants apply competitive analysis, strategic positioning, and competitive response frameworks.

Target Audience

Strategy professionals, business unit leaders, marketing directors, and executives managing competitive strategy.

Key Learning Outcomes

- Analyse competitive market structures and identify strategic positioning opportunities
- Develop competitive strategies based on cost leadership, differentiation, or focus
- Assess competitor capabilities and develop competitive intelligence processes
- Design competitive response strategies and manage competitive dynamics in real markets
- Communicate competitive strategy to internal stakeholders and align the organisation around it

234. Innovation Leadership and Strategy

Course Overview

Develops the leadership skills needed to champion, manage, and sustain innovation at an enterprise level. Participants examine how innovation leaders create conditions for innovation, manage innovation portfolios, and drive organisational learning from innovation programmes.

Target Audience

Senior executives, innovation directors, and leaders responsible for building innovation cultures and managing innovation strategy.

Key Learning Outcomes

- Define the innovation leader's role in creating the conditions for breakthrough innovation
- Develop organisational innovation strategies that are ambitious, focused, and commercially relevant
- Manage innovation portfolios across the spectrum from incremental improvement to transformational change
- Build external innovation partnerships and open innovation ecosystems
- Lead innovation cultures with curiosity, tolerance for failure, and relentless focus on learning

11. STRATEGY, INNOVATION & POLICY **Cont.**

235. Strategic Decision Making

Course Overview

Examines the theory and practice of strategic decision-making in complex organisations. Participants apply decision analysis tools, manage cognitive biases, and develop governance frameworks for high-quality strategic decisions.

Target Audience

Senior executives, strategy professionals, board members, and professionals involved in consequential organisational decisions.

Key Learning Outcomes

- Apply decision analysis tools to structure and evaluate complex strategic choices
- Identify cognitive biases that undermine decision quality and develop countermeasures
- Design decision governance frameworks that promote rigour, diversity of perspective, and timely action
- Manage group decision dynamics and facilitate effective decision-making in leadership teams
- Evaluate and learn from past strategic decisions to continuously improve decision quality

236. Policy Analysis and Implementation

Course Overview

Provides practical skills in analysing existing policies and managing their implementation effectively. Participants develop analytical frameworks, stakeholder engagement approaches, and implementation management capabilities.

Target Audience

Policy officers, programme managers, government professionals, and executives responsible for policy analysis and programme implementation.

Key Learning Outcomes

- Apply policy analysis frameworks to evaluate the effectiveness and impact of existing policies
- Identify gaps, contradictions, and improvement opportunities in current policy environments
- Develop implementation plans for policy changes with appropriate stakeholder engagement
- Manage the multi-stakeholder dynamics of complex policy implementation programmes
- Monitor and evaluate policy implementation performance and recommend adjustments

237. Growth Strategy and Execution

Course Overview

Provides an integrated approach to developing and executing growth strategies. Participants examine growth options, evaluate their feasibility, and build the execution capabilities to deliver sustainable growth.

Target Audience

CEOs, commercial leaders, strategy directors, and executives responsible for developing and delivering organisational growth strategies.

Key Learning Outcomes

- Develop a comprehensive growth strategy that identifies the most attractive avenues for expansion
- Evaluate growth options including organic growth, partnerships, acquisitions, and new markets
- Build growth execution capabilities including sales, marketing, and operational scalability
- Manage the investment and risk dimensions of growth strategy execution
- Measure growth strategy performance and adapt the strategy based on market response and performance data



EMERGING & FUTURE-FOCUSED THEMES

12. EMERGING & FUTURE-FOCUSED THEMES

238. AI Transformation for Industry Leaders

Course Overview

Provides industry leaders with the strategic and practical understanding needed to lead AI transformation across their organisations. Participants examine real-world AI applications across functions, develop AI governance frameworks, and build the leadership capability to guide AI adoption with confidence, pace, and responsibility.

Target Audience

C-suite executives, industry leaders, and senior professionals responsible for leading AI-driven transformation in their sectors.

Key Learning Outcomes

- Develop an AI transformation strategy tailored to the organisation's industry and competitive context
- Identify the highest-value AI application opportunities across business functions including operations, finance, HR, and customer service
- Build AI governance structures that manage risk, ethics, bias, and regulatory compliance
- Lead AI transformation with appropriate pace, change management, and stakeholder engagement
- Measure the commercial and operational value delivered by AI transformation investments

239. AI Integration in the Workforce: Strategy and Practice

Course Overview

Addresses the critical challenge of integrating artificial intelligence into the workplace effectively, ethically, and productively. Participants examine how AI tools are reshaping job roles, workflows, and organisational structures, and develop strategies to manage the human side of AI adoption — building workforce confidence, addressing displacement concerns, and creating AI-augmented teams that outperform either humans or machines working alone.

Target Audience

HR directors, operations executives, digital transformation leaders, and managers responsible for managing the workforce impact of AI adoption.

Key Learning Outcomes

- Develop a workforce AI integration strategy that maximises human-AI collaboration and minimises disruption
- Assess the impact of AI adoption on existing roles, skills requirements, and team structures
- Design reskilling and upskilling programmes that prepare employees to work effectively alongside AI tools
- Build change management programmes that address workforce anxiety and resistance to AI-driven change
- Establish governance frameworks for responsible AI use in the workplace, including transparency, fairness, and accountability



12. EMERGING & FUTURE-FOCUSED THEMES **Cont.**

240. Generative AI for Business Professionals

Course Overview

Equips business professionals with the practical skills to use generative AI tools effectively in their day-to-day work. Participants explore the capabilities and limitations of large language models and other generative AI systems, and develop the skills to use them to accelerate productivity, improve decision quality, and drive innovation across professional functions.

Target Audience

Managers, analysts, professionals across all business functions, and executives seeking to leverage generative AI for professional productivity and competitive advantage.

Key Learning Outcomes

- Understand the capabilities, limitations, and appropriate use cases of generative AI tools in a business context
- Apply generative AI to common professional tasks including writing, analysis, research, and problem-solving
- Develop effective prompting techniques that maximise the quality and relevance of AI outputs
- Evaluate AI-generated outputs critically and verify accuracy before use in professional contexts
- Build a personal productivity strategy that integrates generative AI tools responsibly and effectively

241. AI Ethics, Governance, and Responsible Deployment

Course Overview

Examines the ethical dimensions of artificial intelligence and the governance frameworks needed to ensure AI is deployed responsibly. Participants develop skills to identify and manage AI-related risks including bias, privacy, accountability gaps, and unintended consequences, and build organisational cultures that take AI ethics seriously.

Target Audience

Digital leaders, ethics officers, governance professionals, risk managers, and executives responsible for ensuring responsible AI practices.

Key Learning Outcomes

- Apply ethical frameworks to assess the implications of AI initiatives across the full development and deployment lifecycle
- Identify and mitigate risks of bias, discrimination, and harm in AI systems
- Develop responsible AI and data governance policies that reflect genuine organisational values and legal obligations
- Navigate AI regulatory developments, including the EU AI Act and emerging national frameworks
- Build organisational cultures that integrate ethical responsibility into AI strategy and practice

242. Data-Driven Leadership and AI-Augmented Decision Making

Course Overview

Equips leaders with the skills to integrate data and artificial intelligence into their leadership and decision-making practices. Participants develop data literacy, learn to work with AI decision-support tools, and build organisations where evidence-based, AI-augmented decision-making becomes the norm at every level.

Target Audience

Leaders and executives across all sectors who want to improve the quality and speed of their leadership decisions through effective use of data and AI tools.

Key Learning Outcomes

- Develop the data literacy required to engage critically with analytical outputs and AI-driven insights
- Apply AI decision-support tools to strategic, operational, and people leadership decisions
- Build data-driven and AI-literate cultures within leadership teams and across the organisation
- Challenge and validate AI recommendations with appropriate critical thinking and human judgement
- Integrate AI insight with human wisdom and experience in high-stakes leadership decisions

12. EMERGING & FUTURE-FOCUSED THEMES **Cont.**

243. Future of Work and Workforce Transformation

Course Overview

Examines the forces reshaping the future of work, including automation, AI, demographic change, and evolving employee expectations. Participants develop strategies to build future-ready organisations and workforces, managing the complexity of transformation while preserving human dignity, engagement, and institutional performance.

Target Audience

CHROs, strategy directors, executives, and workforce planning professionals planning for significant workforce transformation driven by technology and economic change.

Key Learning Outcomes

- Understand the key forces shaping the future of work and their implications for people strategy
- Develop a future of work strategy that builds organisational and workforce readiness for change
- Design workforce transformation programmes that reskill, redeploy, and reshape the workforce effectively
- Manage the human, ethical, and legal dimensions of AI-driven workforce change with integrity
- Build a future-ready organisation with the culture, leadership, and capability to thrive in a changing world of work

244. AI-Powered Operations and Process Innovation

Course Overview

Examines how artificial intelligence is transforming operational processes across industries. Participants explore AI applications in automation, supply chain optimisation, predictive maintenance, quality management, and operational decision support, developing the skills to identify, implement, and govern AI-driven operational improvements.

Target Audience

Operations managers, process improvement professionals, technology leaders, and executives seeking to harness AI to drive operational performance.

Key Learning Outcomes

- Identify high-impact AI application opportunities across operational processes and functions
- Develop business cases for AI-driven operational transformation with rigorous ROI analysis
- Manage the implementation of AI and automation in operational environments from pilot to scale
- Govern AI-augmented operations with quality, safety, and accountability standards
- Measure the operational and financial impact of AI investments and iterate to continuously improve

245. Digital Economy Regulation and Governance

Course Overview

Addresses the regulatory and governance landscape for digital economy activities including AI, platform business models, and data-driven services. Participants develop skills to navigate digital regulation, engage in policy development, and build compliance frameworks appropriate for AI-enabled businesses.

Target Audience

Legal and compliance professionals, technology executives, policy officers, and professionals managing digital and AI regulatory obligations.

Key Learning Outcomes

- Understand the key regulatory frameworks governing the digital economy including data protection, AI regulation, and platform governance
- Navigate digital and AI compliance obligations with appropriate governance frameworks
- Engage effectively in digital regulation and AI policy development processes
- Assess the regulatory risk implications of AI-driven business model innovations
- Build digital and AI compliance cultures and management systems that anticipate regulatory change



12. EMERGING & FUTURE-FOCUSED THEMES Cont.

246. Sustainable Business Strategy and ESG

Course Overview

Provides a comprehensive framework for integrating sustainability and ESG considerations into business strategy. Participants develop ESG strategies, manage sustainability performance, and engage stakeholders around the organisation's environmental, social, and governance commitments in an era of growing regulatory and investor scrutiny.

Target Audience

CEOs, strategy directors, sustainability managers, and executives with accountability for ESG strategy and performance.

Key Learning Outcomes

- Develop an ESG strategy that is material, credible, and fully integrated into corporate strategy
- Apply sustainability frameworks, including GRI, TCFD, ISSB, and SDGs to strategic planning and reporting
- Manage ESG risks and opportunities across the value chain with appropriate governance
- Engage investors, regulators, employees, and communities around ESG commitments and performance
- Measure and report on ESG performance with rigour, transparency, and international comparability

247. Technology-Driven Business Models and Innovation Ecosystems

Course Overview

Examines how emerging technologies, including AI, platforms, IoT, and blockchain, are enabling new business models and reshaping competitive landscapes. Participants evaluate technology-enabled business model options, assess their viability, and develop strategies for participating in or building innovation ecosystems that create sustainable advantage.

Target Audience

Entrepreneurs, corporate innovators, strategy professionals, and executives exploring technology-driven business model transformation and ecosystem strategies.

Key Learning Outcomes

- Analyse the technology-enabled business model landscape across relevant industries
- Identify opportunities to develop or transition to AI-powered and platform-driven business models
- Assess the financial, operational, and competitive implications of technology-driven business model change
- Design innovation ecosystems and platform strategies that create network effects and sustainable competitive advantage
- Manage the transition to new business models with appropriate strategy, governance, and change management

PROGRAMME DETAILS, SCHEDULE & LOCATIONS

Programme Format

All Axiom Group corporate training programmes are delivered as intensive one-week (5 days) or two-week (10 days) residential programmes at premium venues in our global locations. Each programme combines expert-led instruction, interactive case studies, group discussions, institutional visits, and practical application workshops. Training is conducted in English and all materials, certificates, and learning resources are provided.

Programme Fees

The following fee schedule applies to all open-enrolment Axiom Group training programmes for 2026. Fees are inclusive of tuition, training materials, certificates of completion, catering on all training days, and access to Axiom Group's global faculty network.

Programme Duration	Fee per Delegate	In-House / Custom
One Week (5 Days Classroom + Tour Days)	USD 4000 (pounds or euros depending on location)	Contact us for curated pricing
Two Weeks (10 Days Classroom + Tour Days)	USD 4950 (pounds or euros depending on location)	Contact us for curated pricing

Group 1 locations: USA, UK, Canada, Europe | Group 2 locations: UAE, Singapore, Malaysia, South Africa, Rwanda, Kenya
Fees include Tuition, Training Manual, Certificate of Completion, Catering on Training Days, City Tour & Institutional Visits, Branded Souvenirs. Accommodation and flights are not included. Partner hotel rates are available on request.

Group 1 — Locations & 2026 Schedule

United States | United Kingdom | Canada | Europe (Netherlands, Switzerland, Malta, France, and all other EU countries are available upon request)

Dates (2026)	Period	Primary Locations
30 March – 10 April	Spring Round 1	North America, Europe or Upon Client Request
20 April – 1 May	Spring Round 2	North America, Europe or Upon Client Request
4 – 15 May	Spring Round 3	North America, Europe or Upon Client Request
25 May – 5 June	Spring Round 4	North America, Europe or Upon Client Request
1 – 12 June	Early Summer Round 1	North America, Europe or Upon Client Request
13 – 24 July	Summer Round 1	North America, Europe or Upon Client Request
20 – 31 July	Summer Round 2	North America, Europe or Upon Client Request
10 – 21 August	Late Summer Round	North America, Europe or Upon Client Request

2026 Global Training Calendar | Axiom Group International Programmes

12 – 23 October	Autumn Round 1	North America, Europe or Upon Client Request
26 October – 6 November	Autumn Round 2	North America, Europe or Upon Client Request
23 November – 20 December	End of Year-Round	North America, Europe or Upon Client Request

Group 2 — Locations & 2026 Schedule

UAE (Dubai) | Singapore | Malaysia | South Africa (Johannesburg / Cape Town) | Rwanda (Kigali) | Kenya (Nairobi)

Dates (2026)	Period	Primary Locations
19 – 30 January	New Year Opener	Other Regions Across Africa, the Middle East, Asia or Upon the Client's Request
2 – 13 February	Q1 Round 1	Other Regions Across Africa, the Middle East, Asia or Upon the Client's Request
10 – 21 August	Late Summer Round	Other Regions Across Africa, the Middle East, Asia or Upon the Client's Request
31 August – 11 September	Q3 Closer	Other Regions Across Africa, the Middle East, Asia or Upon the Client's Request
19 – 30 October	Q4 Opener	Other Regions Across Africa, the Middle East, Asia or Upon the Client's Request
30 November – 20 December	Year-End Round	Other Regions Across Africa, the Middle East, Asia or Upon the Client's Request

Bespoke, In-House & Custom Scheduling

Axiom Group recognises that every organisation has unique training requirements, operational constraints, and strategic priorities. We are pleased to offer fully customised training solutions on the following basis:

- **Custom Course Content:** Any programme in this catalogue can be redesigned and tailored to address your organisation's specific context, industry, regulatory environment, and strategic priorities. Our faculty team works collaboratively with your organisation's leadership and HR teams to develop bespoke learning objectives and content.
- **Custom Locations:** We can deliver any programme at a venue of your choice, anywhere in the world. This includes delivery at your organisation's headquarters, regional offices, or a preferred training facility. Axiom Group manages all logistical arrangements.
- **Custom Dates:** Training can be scheduled on dates that suit your organisation's operational calendar. We work flexibly around your team's availability, avoiding peak operational periods, and can accommodate urgent delivery requirements with appropriate advance notice.
- **Group and Multi-Cohort Discounts:** Organisations sending five or more participants to any programme, or commissioning multiple programmes in a single financial year, are eligible for preferential group pricing. Contact our team for a tailored commercial proposal.
- **Blended and Multi-Module Programmes:** We can design integrated learning journeys that combine multiple programme topics over an extended development period, supporting sustained capability building and leadership development at institutional level.



BOOKING, ENQUIRIES & CONTACT

TO REGISTER FOR A PROGRAMME, REQUEST A CUSTOMISED TRAINING PROPOSAL, OR MAKE AN ENQUIRY ABOUT ANY ASPECT OF OUR 2026 TRAINING CALENDAR, PLEASE CONTACT THE AXIOM GROUP TRAINING TEAM THROUGH ANY OF THE FOLLOWING CHANNELS:

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BUILDING
INSTITUTIONS WITH
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AND STRATEGIC
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