



THE AMERICAN UNIVERSITY IN CAIRO

Annual Training and Development Planner 2007-2008

CUSTOMER SERVICE	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	VENUE	TIME
World-class Customer Service Certificate:										
Module One: Defining Superior Service			3					4 (half day)	Jaber Center	8:45-3:15
Module Two: Providing Sales-related Services			3					5 (half day)	Jaber Center	8:45-3:15
Module Three: Overcoming Customer Objection			10					6 (half day)	Jaber Center	8:45-3:15
Module Four: Negotiation with Customers			10					7 (half day)	Jaber Center	8:45-3:15
Module Five: Satisfying Internal Customers			17					8 (half day)	Jaber Center	8:45-3:15
Module Six: Excelling at Customer Service			17					11 (half day)	Jaber Center	8:45-3:15
Becoming a Customer Service Star (New Experiential)		25							Blue Room	8:45-3:15
Dealing with Students					12		10		Jaber Center	8:45-3:15
WORLD CLASS PROFESSIONALISM	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	VENUE	TIME
Workplace Values and Ethics Series:										
Module One: Getting To Know The Power of Your Attitudes		4				3			Training Center	8:45-3:15
Module Two: Eliminating Negativity and Accepting Criticism		7	3			10			Training Center	8:45-3:15
Module Three: Dealing with Obstacles and Achieving Goals		11				17			Training Center	8:45-3:15
Module Four: Stop Procrastination and Make Things Happen		14				24			Training Center	8:45-3:15
Module Five: Saying No and Dealing Effectively with People		18				31			Training Center	8:45-3:15
World-class Business Etiquette Series:										
Module One: Office Etiquette and Protocol		12				25			Training Center	8:45-3:15
Module Two: Customer Care Etiquette		19					1		Training Center	8:45-3:15
Module Three: Being Phonogenic on Phone and Art of Conversation		26					8		Training Center	8:45-3:15
CHANGE MANAGEMENT	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	VENUE	TIME
Ken Blanchard: Gung Ho					13-14				Four Seasons Hotel	8:45-5:00
SP Johnson: Who Moved My Cheese						18			Blue Room	8:45-4:00
Change Formulation and Mangement						26-27			Jaber Center	8:45-3:15
Using Emotional Intelligence at the Workplace		5		31					Blue Room	8:45-3:15
LEADERSHIP AND CONTINUOUS QUALITY IMPROVEMENT	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	VENUE	TIME
Continuous Quality Improvement							23		Blue Room	8:45-5:00
LEGO Real Time Stragey for AUC			5-6		20-21				Four Seasons Hotel	8:45-5:00
Quality Leadership For Managers Series:										
Module One: Develop Personal and Organizational Leadership						4			Jaber Center	8:45-3:15
Module Two: Innovation Process and Communicating to Lead						4			Jaber Center	8:45-3:15
Module Three: Recognize Human Potential and Planning Process						6			Jaber Center	8:45-3:15
Module Four: Performance Process and Cooperation						6			Jaber Center	8:45-3:15
Module Five: Manage Conflict and Change and Coaching						11			Jaber Center	8:45-3:15
Module Six: Celebrate Success and Continuous Improvement Process						11			Jaber Center	8:45-3:15
MANAGEMENT	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	VENUE	TIME
De Bono: Lateral Thinking				16-17					Four Seasons Hotel	8:45-5:00
Covey: The 7 Habits of Highly Effective People						1-3			Four Seasons Hotel	8:45-5:00
Covey: Great Leaders: Living the 8th Habit						5-7			Four Seasons Hotel	8:45-5:00
Covey: The 4 Disciplines of Execution: Aligning Goals for Results		27							Blue Room	8:45-5:00
Covey: The 7 Habits of Highly Effective Teens						30			Oriental Hall	8:45-5:00
Managing Under Extereme Conditions					7				Training Center	8:45-3:15
The Dynamic Manager Series: (Four Half-day Modues)										
Module 1: Getting the Best out of Employees					10				Jaber Center	8:45-1:00
Module 2: The Art of Delegation					17				Jaber Center	8:45-1:00
Module 3: Empowerment 101					24				Jaber Center	8:45-1:00
Module 4: Getting Things Done on Time						2			Jaber Center	8:45-1:00
INTERPERSONAL SKILLS	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	VENUE	TIME
Business Writing With an Edge		20-21			18,19		6,7		Training Center	8:45-3:15
ABC Motivation				14			16		Training Center	8:45-1:00
Creative Problem Solving and Effective Decision-making						12-13			Training Center	8:45-3:15
Professional Communication Skills			12		27				Training Center	8:45-3:15
Effective Presentation Skills				29		23			Training Center	8:45-3:15
WORK-LIFE PLUS!	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	VENUE	TIME
Stress Management				28					Training Center	8:45-3:15
Conflict Resolution				21					Training Center	8:45-3:15
Time Management			4			16			Training Center	8:45-3:15
Handling Difficult People at the Workplace							30		Jaber Center	8:45-3:15
Leading a Healthy Relation with Your Boss				27					Training Center	8:45-3:15
HUMAN RESOURCES	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	VENUE	TIME
New Staff Orientation									Training Center	8:45-1:00
AUC Academic Integrity				31				15	Jaber Center	8:45-1:00
Performance Appraisals Plus!						5,19	9,13		Training Center	8:45-1:00
Conducting Professional Interviews			9					12	Training Center	8:45-1:00
ARABIC VOCATIONAL SKILLS	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	VENUE	TIME
First Aid on the Road						22	19		Training Center	8:45-3:15
Evasive Driving				11-12	22-23				Training Center	8:45-3:15
Enviornment Health and Safety					5,6,11,12,13			18,19,20,21,22	Training Center	8:45-11:00 11:45-2:00
First Aid (Custodians in Arabic)	18,20,21,22,25	6,8,13,15,27	6,13,23	3,22,24,31	5,14	23	30	25	Training Center	8:45-3:15
First Aid (Staff in English)			11	15	26		14	13	Training Center	8:45-3:15
Basic Security Training		3,10,17,24		5,6	2,9,16,25				Training Center	8:45-3:15
Security Customer Service						1,15,18,29	5,12,26	3,10,27	Training Center	8:45-3:15
Evacuation in Cases of Emergency	26	16,23	7	25	15	14	11	16,23	Training Center	8:45-3:15
Behavioral Attitudes for Workers	28,30	28	1,8,15,16,29,30	23	4	4,11,18,27	2,3,10,15,17,21	7,8,15,22	Training Center	8:45-3:15
Cleaning and Hygiene for House Keeping Services	23,24,27,29,31		2,26	6,13,17,20	21	2,9,26	22	6,24,26,28	Training Center	8:45-3:15
Custodians' Lifting and Ergonomics for the New Campus		25,29		30		6	23,29,14,17,20,31	4,5	Training Center	8:45-3:15