



## DTC Services Catalogue

**TRAINING AND PROFESSIONAL CERTIFICATION**

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## TRAINING AND PROFESSIONAL CERTIFICATION



[www.developers-egypt.com](http://www.developers-egypt.com)

# CONTENTS

To Our Esteemed Clients	3
About DTC	4
DTC Mission, Vision & Values	6
What Does DTC provide?	7
International Professional Certification Programs	8
Training and Development	20
Corporate Training - Financial Institutions	22
Corporate Training - Accounting, Investment & Finance	33
General Corporate Training programs:	46
• Strategic Management	47
• Human Resources	51
• Marketing	54
• Soft skills	56
Selection of DTC Training Clients and Previous Corporate Trainings	60

# TO OUR ESTEEMED CLIENTS

**DTC** Partners, Professionals and Staff are pleased to present this services catalog to existing, new, and potential clients. This catalog presents **DTC** professional certification programs and corporate training and development programs.

Our professional certification programs provide ambitious professionals with opportunities to develop their careers to meet the international professional standards by studying, sitting for examination and getting membership and designation of international professional bodies in many professions including: business valuation, risk management, investment analysis, project management, anti-money laundering, Islamic finance, etc.

Our corporate training programs have been tailor-made to meet the specialized needs of our clients in different business sectors including financial institutions, corporations, NGOs, and other organizations.

We commit ourselves to support our clients in leveraging out their talents and their human capital.

**Ahmed Hussein-Partner**

**Developers for Training and Consultancy (DTC)** is a regional training and consulting services group established in 2008 in **Cairo**.

**DTC** has business and professional networks and client portfolio in Egypt, Sudan, Lebanon, Libya, Kenya, Saudi Arabia, Qatar, Kuwait and United Arab Emirates.

**DTC** is engaged in provision of a wide integrated and comprehensive range of consultancy and advisory services, corporate training, international professional certification, and executives and staff selection services.

# ABOUT DTC

**DTC** partners, executives, consultants and trainers are professionally certified by international professional bodies in many disciplines including accounting, finance, human resources management, project management, governance, compliance, risk management and business valuation.

**DTC** team accumulates years of in-depth practical professional experience working for and serving a diversified portfolio of clients regionally and internationally.

# DTC MISSION, VISION & VALUES

## **DTC Mission**

To provide client-tailored, high-quality, initiative, and innovative solutions to enable our clients to face challenging and ever-changing business environment.

## **DTC Vision**

To act as business partners to our clients to jointly develop business opportunities, strategies, plans, and institutional capacity. We partner with our client in a team of “Business Developers”.

## **DTC Values**

We believe, adopt, and live or values of integrity, excellence, and innovation.

**DTC** team members are independent, objective, and competent.

# WHAT DOES DTC PROVIDE?

**International Professional Certification programs**

**Corporate and Public Training programs**

**Financial and Management Consultancy services**

**Executive Selection Advisory services**

# INTERNATIONAL PROFESSIONAL CERTIFICATION PROGRAMS

**DTC** is proud to provide training for professional certification of the most renowned international bodies, including:

- The Global Association of Risk Professionals (GARP), UK.
- Association of Certified Anti Money Laundering Specialists (ACAMS), USA.
- The International Association of Consultants, Valuators and Analysts (IACVA), USA.
- Chartered Institute for Securities and Investment (CISI), UK.
- The International Academy of Project Management (IAPM).
- The International Academy of Business and Financial Management (IABFM).

# INTERNATIONAL PROFESSIONAL CERTIFICATION PROGRAMS



**International  
Certified Valuation  
Specialist (ICVS)**



**Financial Risk  
Manager (FRM)**



**Certified Compliance  
Officer (CCO)**



**Certified Operational  
Risk Professional  
(CORP)**



**Certified International  
Project Manager  
(CIPM)**



**Islamic Finance  
Qualifications (IFQ)**



**Certified Anti  
Money Laundering  
Specialist (CAMS)**



**Master Financial  
Controller (MFC)**



**Certified Human  
Resources Manager  
(CHRM)**



**Junior Investment  
Analyst (JIA)**



# INTERNATIONAL CERTIFIED VALUATION SPECIALIST (ICVS)

**ICVS is accredited by the International Association of Consultants, Valuators and Analysts( IACVA), USA.**

**The ICVS covers the following topics:**

- Introduction to business valuation.
- Principles of valuation.
- Financial analysis and generating economic/normalized financial statements.
- Capitalization/discount rates.
- Commonly used methods of business valuation.
- Valuation discounts and premiums.
- Case study analysis.
- Introduction to intangibles.

**Who should Attend?**

Financial Advisors, Bankers, Investment Banking, Investment Managers, Strategic Investors, Securities Analysts, Financial Managers and Internal Auditors.

**DTC is associated with Institute for Financial Analysts (IFA) in Lebanon to provide the training and examination review for the FRM accredited by the Global Association of Risk Professionals (GARP)**

**FRM uses the top notch Kaplan Schweser course material and covers:**

- Foundation of risk management.
- Financial markets and products.
- Quantitative methods.
- Valuation and risk models.
- Market risk measurement and management.
- Credit risk measurement and management.
- Risk management and investment management.
- Current issues in financial markets.

## **Who Should Attend?**

CFOs, Financial Advisors, Bankers, Investment Bankers, Investment Managers, Strategic Investors, Securities Analysts, Financial Managers and Internal Auditors.



# CERTIFIED OPERATIONAL RISK PROFESSIONAL (COPR)

**CORP is accredited by the International Academy of Business and Financial Management (IABFM), one of the world's most prestigious fast growing professional associations with more than 200,000 members, associates, and affiliates in over 145 countries.**

**CORP covers the following areas:**

- Operational Risk Management through Basel II and Basel III approaches.
- Operational Risk Management working models.
- The implementation of Operational Risk Management.

**Who should Attend?**

CFOs, Financial Advisors, Bankers, Investment Bankers, Investment Managers, Strategic Investors, Securities Analysts, Financial Managers, and Internal Auditors.

**IFQ is managed through IFQ Institute established by the partnership between the Chartered Institute for Securities & Investment (CISI) and Ecole Supérieur des Affaires (ESA).**

**The IFQ certificate covers the following areas:**

- The general principles of Islamic Finance.
- Islamic contracts.
- Islamic banking activities.
- Financial Statements in Islamic banks.
- Governance in Islamic Institutions.
- Islamic investment funds.
- Islamic bond market-Sukuk.
- Islamic insurance-Takaful.

**Who should Attend?**

Financial Advisors, Bankers, Investment Banking, Investment Managers, Strategic Investors, Securities Analysts, Financial Managers and Internal Auditors.



## CERTIFIED COMPLIANCE OFFICER (CCO)

**CCO is certified by the International Academy of Business and Financial Management (IABFM), one of the world's most prestigious fast growing professional associations with more than 200,000 members, associates, and affiliates in over 145 countries.**

**The CCO comprehensive course covers the following areas:**

- Corporate compliance and regulatory compliance.
- International drivers for compliance: Legal and Regulatory drivers.
- Compliance and the role of corporate governance.
- Compliance and business ethics.
- Fraud and Corruption Control.
- International Money-Laundering.
- Developing a Corporate Compliance Program.
- Integration or Independence of the Compliance Function.
- One full training session about Compliance in Egypt.

### **Who should Attend?**

Directors and Senior Managers, Risk Managers, Legal, Advisers and Lawyers, In-House Corporate Counsel, Auditors and Audit Managers, Compliance officers, Financial Managers, Financial Analysts, Internal Auditors, and AML Professionals.

# CERTIFIED ANTI-MONEY LAUNDERING SPECIALIST (CAMS)



**CAMS is accredited by the Association of Certified Anti-Money Laundering Specialists (ACAMS), USA.**

**The CAMS covers the following areas:**

- Money laundering risks and methods; such as black market, currency exchange, import and export, price manipulation.
- The FATF Recommendations, the Basel Committee's report on Customer Due Diligence for Banks, and Wolfsberg Group Principles.
- Important elements of anti-money laundering programs.
- How to support and conduct a money-laundering investigation.

**Who should Attend?**

Anti-Money Laundering Professionals, Compliance Officers, Chief Financial Officers, Finance Directors and Managers, Risk Managers, Internal and External Auditors, Government Regulators, Financial Accountants, and Bank Officials.



# MASTER FINANCIAL CONTROLLER (MFC)

**MFC is accredited by the International Academy of Business and Financial Management (IABFM), one of the world's most prestigious fast growing professional associations with more than 200,000 members, associates, and affiliates in over 145 countries.**

**The MFC certificate covers the following topics:**

- Strategic decision models for financial management improvement.
- Forecast of key value drivers and their links to a financial strategy.
- Design of profitable financial decision making within the organization.
- Harness the financial power of intangible assets and intellectual capital.
- Company's stock price and the use of reporting tools and voluntary disclosure methods.

**Who should Attend?**

Finance Managers/Directors, Financial Analysts, Financial Controllers, Financial Managers, Heads of Finance Departments, Credit Controllers, Corporate Financiers, Credit Risk Managers, and Financial Advisors.

# CERTIFIED HUMAN RESOURCES MANAGER (CHRM)



**CHRM is accredited by the International Academy of Business and Financial Management (IABFM), one of the world's fastest growing professional associations with more than 200,000 members, and recognized in 145 countries worldwide.**

**The certificate covers the following topics:**

- Strategic Human Resources Management.
- Global Talent Management.
- Compensation and Benefits.
- Organizational Effectiveness.
- Workforce Relations and Risk Management.

## **Who should Attend?**

Human Resources Specialists and other HR professionals at all career levels working in the areas of: HR policies and Procedures, Employee Relations, Employee Communications, and Personnel Administration.



# CERTIFIED INTERNATIONAL PROJECT MANAGER (CIPM)

**CIPM is accredited by the International Academy of Business and Financial Management (IABFM), one of the world's fastest growing professional associations with more than 200,000 members, and recognized in 145 countries worldwide.**

## **The CIPM covers the following topics:**

- The importance and benefits of accurate project management.
- The art of efficient project delivery.
- The use of project analysis as a key business driver.
- How to comply with major international project management standards.
- How to determine the appropriate technological solutions for your projects.
- How to develop a comprehensive toolkit for successful project management that you can use immediately.

## **Who should Attend?**

Project coordinators, Project leads or project managers, Business analysts who perform project related analysis, Subject matter experts who want to learn a simple structure for performing project management.

# JUNIOR INVESTMENT ANALYST (JIA)



**JIA is accredited by Schweser Institute Certificate Program, which is a subsidiary of Kaplan Schweser; a leading global provider of financial education solutions. DTC provides the JIA certification in association with the Institute for Financial Analysts (IFA), Lebanon.**

**The JIA covers the following topics:**

- Professional ethics.
- Quantitative Economic Analysis.
- Financial Statements Analysis.
- Portfolio Theory.
- Corporate Finance.
- Structure and Operations of Securities Markets.
- Business and Equity Valuation.
- Debt Securities.
- Derivatives Securities.

**Who should Attend?**

Graduates wishing to conquer the investment field, professionals aiming to increase their proficiency, and skilled staff trying to shift their career into the investment and finance profession.

Whereas Developers for Training and Consultancy (DTC) has a great portfolio of training programs which have been successfully offered to top banks, multinationals and local companies in Egypt and the Gulf Region, we take special pride in our flexibility and creativity, backed up by top notch expertise and international knowhow, to tailor our training programs to match the very exact needs of your organization. We will be happy to meet you to work on your training needs assessment and to respond to your exact training needs for different seniority levels of staff and managers and business functions.



DTC provides general, customized, and tailor-made training programs to clients including:

1. Industry-specific training programs for financial institutions;
2. Specialized training programs for accounting, investment, and finance functions;
3. General training programs for:
  - Strategic management
  - Human resources development
  - Marketing
  - soft skills
4. Also, DTC works with clients to assess their training needs and tailor-make training plans and programs to satisfy these needs.

# **INDUSTRY-SPECIFIC CORPORATE TRAINING AND DEVELOPMENT PROGRAMS**

International  
Financial Reporting  
Standards (IFRS)

Financial Modeling

Basel II to Basel III

Risk-Based  
Internal Audit

Review Feasibility  
Studies &  
Investment  
Proposals

Comprehensive  
Credit Course

SMEs Credit

Brokers' Back-  
Office Operations

Bank's Sales  
Management

Structured Finance

# INTERNATIONAL FINANCIAL REPORTING STANDARDS (IFRS) (TAILORED FOR BANKS)

Specialized  
courses for  
Financial  
Institutions

## Course Objectives

- To understand various IFRS applicable to banks
- To understand Central Bank's rules for preparation and presentation of banks' financial statements
- To analyze, interpret and report on bank's financial statements and related information to investors, customers and the Central Bank.
- To ensure that bank's staff and management are up-to-date with recent amendments and requirements of IFRS applicable to banks.

## Who should Attend?

Bank's managers, officers, and staff in accounting, finance, compliance and internal audit departments.



## **Course Objectives**

This course offers the opportunity to learn how to develop practical skills in Excel modeling in order to improve business and financial planning capability. Putting financial modeling into practice will enable you to create complex financial models in any business environment and produce an independent-minded and confident financial analysis.

## **Who should Attend?**

Corporate Finance Professionals, Valuation Consultants, Portfolio Managers, and other Finance Professionals.



## Course Objectives

This course helps Bankers understand the new challenges that exist for assessing counterparty risk in the realm of Basel II & Basel III. This includes measurement of wrong way risk, trade interconnectedness and the ability for banks to identify leverage on the trading book. Foundational methods for CVA (Credit Value Adjustment) will be walked through so that banks can easily generate a price for counterparty risk. The course helps participants to understand the implications of Basel II & III on the banks and how to develop a plan to comply with those requirements.



## Who should Attend?

- Credit Risk Officers.
- Regulatory Compliance Officers.
- Other Banking Professionals.

# **RISK-BASED INTERNAL AUDIT**

## **Course Objectives**

- Learn how to put in place a risk-based internal audit approach that is truly bank business oriented.
- Learn how to use master tools, techniques and methodologies that will boost Auditors' productivity.
- Find out how to convert the entire audit process to a risk-based approach.

## **Who should Attend?**

Internal Auditors, Compliance Officers, Audit Committee Members, and Executive Management Officers.



# REVIEW FEASIBILITY STUDIES & INVESTMENT PROPOSALS

Specialized  
courses for  
Financial  
Institutions

## Course Objectives

This program provides bank's credit officers and private equity investment officers with practical skills and knowledge necessary to review feasibility studies and investment proposals presented by clients to assess objectivity, reliability and reasonableness of those studies to enable the bank to make informed credit and investment decisions. The program includes how to conduct sensitivity analysis of financial and economic indicators presented by the studies.

## Who should Attend?

This course is intended for staff working in Credit, Investment and Financial Management departments in Banks and Financial Institutions.



## Course Objectives

This course provides bank staff with knowledge and skills required for practicing professional corporate credit including:

- Assess macro and micro Economics impact on credit
- Analyze assets conversion cycle in a business
- Analyze Financial Statements
- Understanding and measuring Credit Risk
- Assess Capital Structure and Creditworthiness
- Evaluate the commercial viability and sustainability of the business
- Use a forecasting model to anticipate a company's future performance, critical assumptions, and impact on credit outlook
- Identify signs of credit deterioration, evaluate their potential impact and consider alternative courses of action
- Build robust monitoring, KPI and covenant packages to meet the needs of the company and provide protection to the lender



## Who should Attend?

This course is intended for staff working in Credit, Investment, and Risk Management in Banks and, Financial Institutions.

## Course Objectives

This course provides bank staff with essential knowledge and skills required for practicing credit to Small and Medium Enterprises (SMEs) including:

- Understand why banks are interested in SME banking in general and SME credit in particular
- Understand main characteristics of SMEs and their impact on credit assessment and monitoring
- Assess the creditworthiness of SMEs borrowers
- Build robust monitoring, KPI and covenant packages to meet the needs of the SME and provide protection to the bank.

## Who should Attend?

Bank staff and managers involved in the provision of credit and related products to SMEs.



# **BROKERS' BACK-OFFICE OPERATIONS**

## **Course Objectives**

This course provides staff of securities brokerage firms and custodian banks with knowledge and skills required to execute broker's back-office operations including clearing and settlement of trades and monitoring and managing customers' cash, securities, and margin accounts.

The course concludes with a look at current trends in the securities industry.

## **Who should Attend?**

Staff of securities brokerage firms and custodian banks including customer officers, margin trading officers, back-office operations managers and staff.



## Course Objectives

This course provides bank sales executives with up-to-date international practices for design and execution of sales programs for different corporate and retail bank products and services including plans of sales excellence. Due to the current economic downturn, new methods and techniques create threats and opportunities that didn't exist last month or last year. Designed for bank managers and executives, this course examines latest sales effectiveness techniques and new directions in the delivery of banking services.



## Who should Attend?

Banking Sales Executives and Officers.

## Course Objectives

- Understanding different types and uses of structured finance products.
- Understanding the risk inherent in structured products including liquidity, credit, and market risk.
- How to decide whether to hold or to cut losses on structured products.
- Keeping up to date with changes in the market conventions and regulatory environment related to structured products.

## Who should Attend?

Traders, Financial Analysts, Securitization Professionals, Portfolio Risk Managers, Corporate Financiers, Treasurers, Credit Risk Managers, and Investment Bankers.



## Accounting, Investment and Finance Programs

Cost Accounting  
Approaches and  
Techniques

Planning and  
Budgeting

Internal Audit

Risk Management

Feasibility Studies

Due Diligence

Business Valuation

Project Finance

Working Capital  
Management

Financial Analysis

Egyptian Accounting  
Standards (EAS)

Finance to Non-  
financials

## **Course Objectives**

- Gain practical knowledge on cost concepts and classification; cost expense and Loss; cost centers; direct and indirect costs.
- How to develop your company's costing system.
- Learn about cost methods, cost statements and reports.
- How to use cost information in planning, controlling, and decision making.

## **Who should Attend?**

Accounting Mangers, Cost Accountants,  
and Operations and Production Managers.



## Course Objectives

- This course will allow you to effectively link strategic planning, budgeting and forecasting.
- Making good business projections isn't as hard as it sounds. Well-established forecasting techniques, used properly, can significantly improve profits.
- Implementing forecasts and invigorating your planning techniques can take some of the guesswork out of operational decision making and put the focus back on optimizing profitability, rather than putting out fires.

## Who should Attend?

This course can be tailored to match different seniority levels and business functions.



## Course Objectives

Participants attending this program will learn how to:

- Establish and communicate the scope and objectives of the internal audit to appropriate management and other stakeholders.
- Develop an understanding of the business area under review.
- Develop and document an understanding of the internal control environment and internal control systems.
- Identify and assess adequacy of internal controls used to ensure each key transaction type is properly controlled and monitored.
- Report problems identified and negotiate action plans with management to address the problems.
- Follow-up on reported findings and recommendations at appropriate intervals.



## Who should Attend?

Internal Auditors, Compliance Officers, Audit Committee Members, and Executive Management Officers.

## Course Objectives

As businesses do not run their operations in vacuum, risks of different types encounter their stride. So the need arises to urge Top Management to be always alert to such risks and maintain a vigilant system in order to mitigate potential threats in an efficient timely manner.

Embedded risk management systems need to be in place to safeguard business assets of different types along with ensuring its sound performance among competitors. This course provides principles, concepts, types, and approaches of risk management.

## Who should Attend?

Top Management Team (CEO, CFO, COO, Directors), Risk Managers, Compliance Officers, and Security Managers.



## **Course Objectives**

This program provides you with a solid understanding of the approach needed for successful investment decision and the financial concepts relevant to such decision. Attending this practical program will guide you to structure and scientifically conduct feasibility studies, an invaluable tool for evaluating investments. This program focuses on the basic areas of a feasibility study, namely: Marketing, Technical, Financial and Economic viability assessment.

## **Who should Attend?**

This course is intended for staff working in Investment and Financial Management departments of companies and investment banking.



## Course Objectives

This course provides an understanding of the concept and scope of a due diligence investigation as it relates to both public and private transactions including acquisitions, divesting, and fund raising.

Practical advice is given on the fundamental principles, techniques, and procedures of due diligence and on the different objectives in the due diligence process, covering commercial, financial, and legal due diligence including more specialized areas of investigation for specific business sectors.



## Who should Attend?

Financial Advisors, Bankers Investment Managers, Strategic Investors, Securities Analysts, Financial Managers, and Internal Auditors.

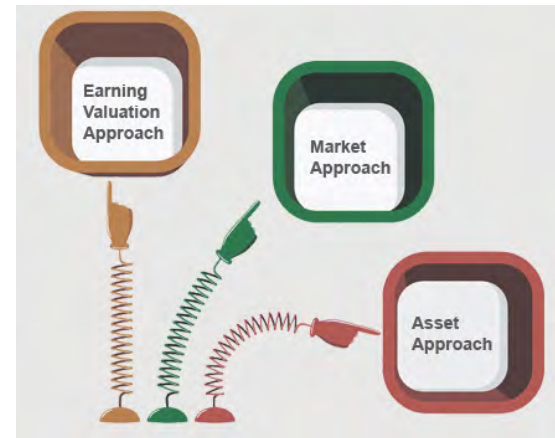
## Course Objectives

This course provides officers and consultants engaged in business valuation with in-depth knowledge and practical skills in applying alternative business valuation approaches (Asset-based, Income-based, and Market-based) including:

- How to review relevant historical information.
- How to assess business forecasts and projections and underlying assumptions.
- How to identify relevant valuation techniques.
- The concepts of enterprise value and equity value.
- Leverage and unleveraged Beta in measuring and how to estimate discount and capitalization rates.

## Who should Attend?

Financial Advisors, Bankers, Investment Managers, Strategic Investors, Securities Analysts, Financial Managers, and Internal Auditors.



## Course Objectives

This Project Finance training program provides a framework and methodology to look at project financing as a viable financing option from both the debt and equity perspective. Participants will gain “hands-on” skills by applying the principles learned to a number of case studies, documenting real projects and spanning a broad cross-section of geography and industry type.

## Who should Attend?

Finance Professionals, Consultants, Portfolio Managers from both the private and public sectors.



## Course Objectives

- Acquire an understanding of the fundamentals of effective management of cash flow, including the optimization of the level of working capital.
- Powerfully improve cash flow and liquidity by following a process of working capital assessment.
- Assess areas within your organization where working capital improvements can be translated to the bottom line earnings.
- Develop a rigorous working capital plan to take your organization forward in the current economic environment.

## Who should Attend?

Financial Controllers, Accountants, Treasury related functions, Business Managers and any Operational, Engineering, Commercial, Marketing, or Technical professional whose work impacts on cash flow or working capital, and who wishes to develop their expertise in these areas to support their current roles or for career development.



## Course Objectives

- Understanding how to use financial indicators and benchmarks.
- How financial analysis takes the guesswork out of the planning process and enables you to keep tabs on how your business is performing.
- Review proven analytical tools and develop a keen understanding of how and when to use them to improve your company's profit picture.

## Who should Attend?

Managers with financial responsibility, Financial Analysts, Accountants, Project Managers, Budget Analysts, Controllers, and Treasurers.



## **Course Objectives**

- To apply advanced accounting principles and techniques in a practical context.
- To evaluate and apply various EAS.
- To analyze, interpret and report on financial statements and related information to different user groups
- To ensure that developers and users of financial statements are up-to-date with current amendments and requirements of EAS as they relate to business fields.



## **Who should Attend?**

Managers, officers, and employees working in Accounting, Finance, Treasury and Operations who would like to understand, interpret and apply EAS.

## Course Objectives

This course is customized and tailored to provide executives and non-financial officers and managers an overall understanding of the Finance functions framework and how to read, understand and use financial statements and financial reports in planning, control and decision making processes within a business organization.

## Who should Attend?

Executives and Non-financial Management Officers and Managers from different departments within the business.



# GENERAL CORPORATE TRAINING PROGRAMS

## Strategic Management

Strategic Planning

Business Planning

Project Management

## Human Resources

Performance Appraisal

HR Restructuring

Employees Benefits & Incentive Systems

Recruitment and Selection

## Marketing

Marketing Fundamentals

Marketing of Services & Customer Satisfaction

## Soft Skills

Leadership

Time Management

Teamwork and Conflict Resolution in Workplace

Negotiation Skills

### Course Objectives

Do more than just 'manage' – think and act strategically.

Gain an in-depth understanding of the most important and effective strategic processes, ideas, tools and techniques, to help you to contribute to your organization's future.

During times of dramatic change and increasing uncertainty, when businesses are forced to change their strategies, it is even more important to link your operational responsibilities to the strategic aims of your organization.

This course introduces the concept of strategic management through case analyses, and considers the basic direction and goals of an organization, the environment (social, political, technological, economic and global factors), industry and market structure, and organizational strengths and weaknesses.

### Who should Attend?

Executives and Top Management.



- Identify the key steps of the business planning process.
- Devise, evaluate and implement a successful business plan.
- Develop key indicators to track progress versus the planned targets.
- Manage the budgetary aspects of a business plan.
- Decide on how to review and revise the business plan.

Executives, Top Management, and Business Consultants.



### Course Objectives

- Understand the methodological development of the project lifecycle.
- Understand the essence behind the logic diagrams, and how to utilize it to foresee the impacts of delaying certain activities on your project.
- Mastering project cost estimates with the proper cash flow to ensure maximum profitability.
- Forecast the project expenses based on the pattern of actual payments and anticipated new activities.
- Managing project risk using a qualitative and quantitative techniques.

### Who should Attend?

This course is addressed to those in management top and middle management levels within the organization.



## Course Objectives

- Describe the appraisal objectives and process.
- Develop, evaluate, and administer at least four performance appraisal tools.
- Explain and illustrate the problems to avoid in appraising performance.
- List and discuss the pros and cons of six appraisal methods.
- Perform an effective appraisal interview.
- Discuss the pros and cons of using different raters to appraise a person's performance.
- Describe different appraisal systems, their validity, and reliability and rating errors involved.



## Who should Attend?

Human Resources Professionals, Supervisors, Managers, and Senior managers.

## Course Objectives

- Understand what is HR Restructuring.
- Understand HR Restructuring options, implications, and management.
- How to plan and manage an HR restructuring.
- How to manage this organizational change effectively.
- Learn from industry cases and best practices.

## Who should Attend?

Directors and Department Heads, Managers, Officers and Executives who deal with Human Resources, Organization Development and People Management matters in their organizations.



## Course Objectives

This course emphasizes the practices of compensation and benefits administration and the theories of compensation and benefits trends, cost, value and systems. This course covers:

- The changing nature of compensation and benefits.
- Changing expectations of employees and competitive needs of employers.
- Evolving trends in performance and pay realignment to best achieve the strategic objectives of the organization.

## Who should Attend?

Human Resources Managers, Compensation, and Benefits' Professionals.



## Course Objectives

This course focuses on the current methods of applicant search, screening and the steps in the selection process that conform to legislative requirements. A strategic approach to recruitment and selection is emphasized, incorporating essential human resource planning components. Participants in this course will learn how to perform job analysis and develop job descriptions and job postings. Scientifically sound measures of performance used in assessment, selection and decision-making will also be examined.

## Who should Attend?

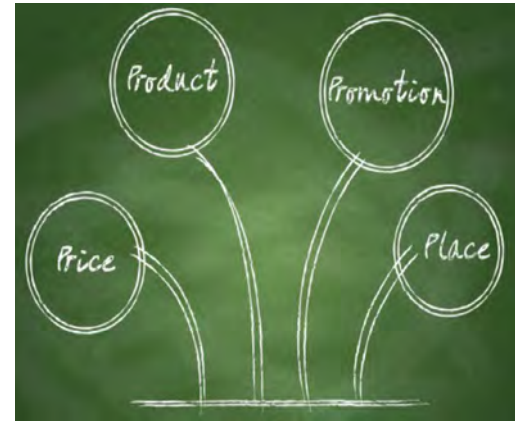
HR Managers and Recruitment Professionals.



## Course Objectives

This course provides an overview of the marketing role and function within contemporary organizations. This course introduces Marketing as an organization-wide activity and covers:

- Applying key marketing principles and concepts to your business/organization.
- Understanding how to solve your customers' problems.
- Develop products that customers actually need or want.
- Exceed your customers' expectations for service.



## Who should Attend?

Top management team who work in non-marketing roles but work closely with marketers and need to gain full understanding of marketing concepts and functions.

### **Course Objectives**

The objective of this course is to introduce the concepts and techniques of the marketing of services. The course is designed to cover all important aspects of marketing of services, increase understanding of marketing practices and strategies as applied in the service sector. This course also covers customer satisfaction techniques.

### **Who should Attend?**

Marketing and Customer Services Professionals.



### Course Objectives

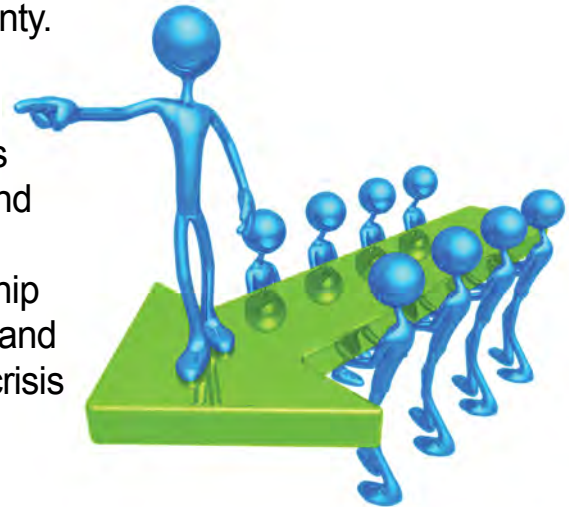
Organizations worldwide work hard to maintain their competitive edge during times of change and uncertainty. This calls for a focus on the role of leadership in organizations.

Organizations need strong leaders to keep employees focused and to energize the organization to change and innovate to meet whatever challenges that lie ahead.

This training program is designed to develop Leadership Skills through giving participants the creative mindset and true skills needed to navigate the near term financial crisis while providing a foundation for long-term success.

### Who should Attend?

Mangers, Assistant Manager, and Supervisors.



### Course Objectives

At end of this program, participants should be able to:

- List barriers to successful time management.
- Understand and demonstrate the use of to-do lists and the ABC prioritization technique.
- Explain the benefits and drawbacks of various calendar systems.
- Write SMART goals and explain their benefit.
- Demonstrate how to say “no”.
- Delegate tasks and assignments.
- Develop an action plan for better use of time.
- Begin implementing goals created during the session.

### Who should Attend?

The course is tailored to match the needs of Top and Mid-level Management.



# TEAMWORK AND CONFLICT RESOLUTION IN WORKPLACE

## Course Objectives

When a group of people begins to work as a team, reaching high levels of productivity and efficiency can be a real challenge. Teams not only need to improve their work output, they also develop the ability to monitor themselves and resolve internal team conflicts. A team leader, who understands the various elements of teamwork and who can assist in conflict resolution, can better prepare the team to take care of issues as they arise and maintain group productivity and harmony.

This course will help you to manage your team and recognize conflicts as they arise and handle them effectively.



## Who should Attend?

This program is tailored for different seniority levels in business management.

### Course Objectives

This course aims to boost trainee's confidence and grow competent negotiators with a proven step-by-step strategy. It involves participants working on processes and procedures that result in successful negotiation through the use of group and individual activities, exercises and formal inputs. This course offers a unique six-step process and practical exercises to help learners present clear and convincing arguments to develop and improve the vital skill of negotiation.

### Who should Attend?

Sales Professionals, Customer Relationship Officers, and Team Managers.



# SELECTION OF DTC TRAINING CLIENTS

**DTC** provided training to corporate staff and individual professionals in a wide variety of business sectors including:

- Central and Commercial Banks
- Investment Banking, Securities Firms and Other Financial Institutions
- Oil & Gas
- Small and Medium Enterprises (SMEs)
- Business & Investor Associations (NGOs)
- Pharmaceutical & Medical Services
- Engineering Industries
- Professional Firms



# SELECTION OF DTC TRAINING CLIENTS

The following is a selected list of **DTC**'s international professional certification and training services' clients:

Client	Sector/Industry
1 Olympic Group	Engineering Industries
2 HSBC Egypt	Banking
3 Bank of Alexandria	Banking
4 MCV Egypt	Automotive Manufacturing
5 Americana Food Industries Qatar	Food Industries
6 Al Borg Laboratories	Medical Services
7 Commercial International Bank (CIB)	Banking
8 National Bank of Abu Dubai (NBAD) - Egypt	Banking
9 Arab Banking Corporation (ABC)-Egypt	Banking
10 Arab African International Bank (AAIB)	Banking
11 Audi Bank - Egypt	Banking
12 National Bank of Greece	Banking
13 Banque Misr	Banking
14 British Gas - Egypt	Oil & Gas
15 McDonald's Egypt	Food & Beverages

# SELECTION OF DTC TRAINING CLIENTS

Selected list of **DTC**'s international professional certification and training services' clients:

Client	Sector/Industry
16 Price Waterhouse Coopers (PWC) - Egypt	Professional Firms
17 Misr for Central Clearing, Depository & Registry (MCDR)	Securities Firm
18 Egypt Securities Investor Protection Fund (EIPF)	Securities Firm
19 Cairo Capital Holding (CCH)	Investment Banking/Securities Firm
20 Hermes Securities Brokerage	Securities Firm
21 CI Capital	Investment Banking/Securities Firm
22 National Société General Bank (NSGB) - Egypt	Banking
23 Union National Bank (UNB)	Banking
24 Barclays Bank	Banking
25 National Bank of Egypt (NBE)	Banking
26 Housing and Development Bank	Banking
27 Bloom Bank	Banking
28 Egyptian Gulf Bank	Banking
29 Piraeus Bank	Banking
30 African Export& Import Bank (AFREXIMBANK)	Regional Development Bank

# SELECTION OF DTC TRAINING CLIENTS

Selected list of **DTC**'s international professional certification and training services' clients:

Client	Sector/Industry
31 The Egyptian Exchange –EGX	Securities Exchange
32 Middle East Rating and Investor Services (MERIS)	Professional Firms
33 Coface Egypt	Professional Firms
34 German-Arab Chamber of Industry and Commerce	Business Association
35 Excel Travel	Tourism & Travel
36 Nat Gas	Oil & Gas
37 Arab Bank - Sudan	Banking
38 GlaxoSmithKline (GSK )	Pharmaceutical
39 Ernst & Young	Professional Firms
40 Members of Chamber of Commerce/Investor Associations, Business Associations, SMEs Development Associations in Alex, Port Said, Assuit, Minya, Sohag and Sharkia governorates in Egypt (Under USAID Egypt's Competitiveness Program - ECP)	Chamber of Commerce/Business Associations/NGOs

# SELECTION OF DTC PREVIOUS TRAININGS

Selected list of **DTC**'s previous corporate trainings:

Client	Training Services
Olympic Group	<ul style="list-style-type: none"> <li>● Egyptian Accounting Standards</li> <li>● Internal Auditing Standards</li> <li>● Internal Audit, Risk, Governance &amp; Control</li> </ul>
MCV Group for manufacturing of commercial vehicles & transportation services	Corporate compliance
HSBC Bank	<ul style="list-style-type: none"> <li>● Project Management</li> <li>● Egyptian Accounting Standards</li> </ul>
Commercial International Bank (CIB)	<ul style="list-style-type: none"> <li>● Project Management</li> <li>● Advanced Project Management</li> </ul>
Al Borg Laboratories	Internal Audit
Bank of Alexandria	SMEs Credit
African Export & Import Bank	Retirement Training
Qatar Foods (Americana)	International Financial Reporting Standards (IFRS)
Investors Associations and Business Associations	SMEs Financial Management and Access to Finance

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