



**SMART MANAGEMENT**  
Training & Consultancy  
*Think Smart ... Think Management*



# TRAINING PORTFOLIO

## **SMART TRAINING FOR SMART INVESTORS**

Our specific services are tailor-made to suit your business needs.

# WHO WE ARE

SMART Management is an international Training and Consultancy firm, delivering high quality courses to every sector, covering: Management, Leadership, Human Resources, IT, Sales & Marketing, Customer Service, Finance, Audit, etc.

*Think Smart ...  
Think Management*



SMART ON



Over the last decade we have trained more than 35,000 personnel from various sectors, backgrounds, languages and professions from hundreds of companies, to help them achieve their goals and dreams.

Our highly interactive courses include public and customized in-house courses, giving you choice and flexibility to suit your time, budget and level of expertise.

At SMART Management Training and Consultancy, we practice what we preach. We make the best use of the various technologies and methodologies available to us in this day and age, and continuously upgrade and improve our courses, keeping up to date with all the latest developments. Our trainers are hand picked and have been through rigorous checks and interviews, and all courses are evaluated by delegates ensuring continuous feedback and improvement.



We at SMART Management Training & Consultancy, are a highly motivated, energetic, talented team that brings decades of experience to our projects. We are a culturally diverse group, whose backgrounds include, but are not limited to, course design, research, training, management, finance and accounting, talent development, organizational development, sales and marketing as well as professional & public speaking.

SMART Management Training & Consultancy is committed to building long-term relationships with you based on trust, integrity and providing you with a world-class product and service.

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**We’ve had  
fantastic results  
from attendees  
who came to our  
courses.**  
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**Our commitment is to listen to you, and respond and take action in a way to help you design and implement strategies and bring desired changes to your organization in order to reach your goals.**

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# OUR MISSION

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To ensure maximum value for our clients by offering highly effective training programmes. Delivering persistent excellence and innovation in training.

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# OUR VISION

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To be the most respected training organization in the country known for its customized training solutions and quality services delivered with integrity and humility.

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# OUR OBJECTIVE

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To create a perceptible difference to our clients' organization by helping them unleash the true potential of their employees.

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# OUR LEARNING & DEVELOPMENT TEAM

We are a tight knit team of Training Professionals. We always put our customers first and never stop until we are completely satisfied that we have done **THE VERY BEST JOB** possible.

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We're dynamic, creative and hardworking. Customer care is extremely important to us.

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Because we focus on the critical aspects of thinking skills, we use trainers who are specialists in this area of work. Our criteria for selecting trainers is very straightforward. We hire only the very best in the industry, and expect an absolute commitment to client satisfaction from every member of the team.

Our trainers are practitioners and genuine experts in the subjects they are training. We look for exceptional trainers who are able to command the respect and attention of the senior and well-informed people they are training. And being flexible and responsive to our clients' needs is an absolute must.



# WHAT WE DO AND HOW WE DO IT

SMART Management Training & Consultancy understands that to succeed every business needs professional people. We understand every organization is unique, and offer unique training options that are designed to meet training requirements.

Our proven process guides how we work with you to define, design, implement, and evaluate a successful learning engagement. The SMART team starts by understanding the most critical challenges you face, and assesses your training needs. We then recommend a development plan that will help you identify your problems and discover solutions that would help you overcome these problems and achieve your desired results.

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**From Public to In-company and one-2-one learning courses, you can select the best training solution that suits you or your organizations' needs. Attendees receive high-quality training; designed using proven techniques and expertise, enabling them to immediately implement the knowledge gained beyond the classroom into everyday work situations.**

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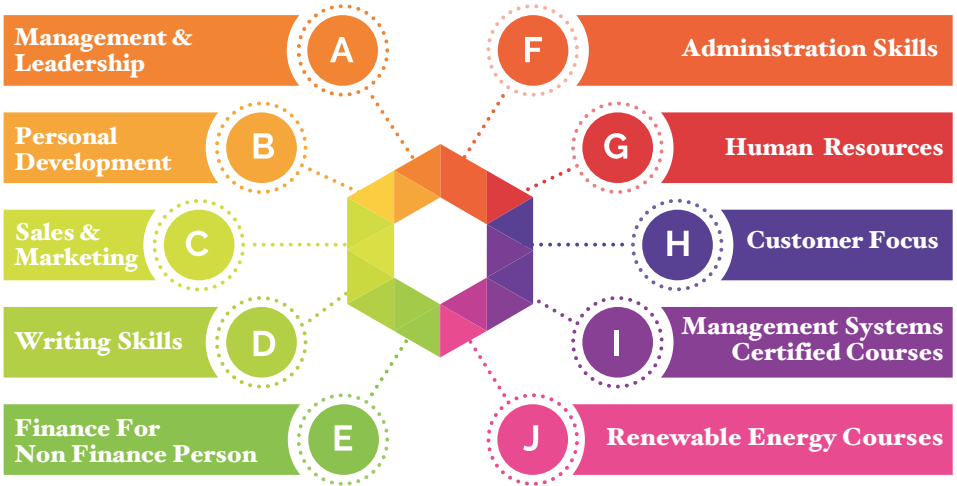
**“We Listen, Plan, Execute and Evaluate.  
We do this for every single course we deliver.”**



# OUR LEARNING SOLUTIONS

We offer high quality business training courses, both Public and In-house, across the Gulf and Africa covering a vast range of topics.

We can offer various courses pertaining to:



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Discover the benefits  
of letting us bring our  
courses to you.  
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# In-Company Training

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**Almost all of our training courses can be delivered In-Company at your company premises.**

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We can deliver informative, inspiring, and engaging face-to-face customized training programmes that will address your leadership and talent development challenges - and drive results for your organization.

In-Company Training is when we bring our courses to you; you pick the course, location and the date and we run the programme just for your team. Any of our open training courses can be delivered at your premises, you can also create your own unique course by tailoring and incorporating a number of elements from different programmes, or we can start from scratch and work with you to design your own programme.

Typically, In-Company training works best where you have a number of people requiring the same training or you have a specific programme in mind that is not covered by our open courses. Topics are focused on identified key areas and the programme is shaped to achieve the desired outcomes and key learning points for those attending.

Your SMART account manager will discuss with you the key business issues which need to be addressed and the likely requirements. A specialist trainer is then selected - according to your organizational culture and the subject to be covered - and introduced to you to carry out background research, agree learning objectives, materials and logistical requirements. We seek to establish a development partnership between you, your account manager and our training.





# TRAINING STANDARDS

## **CUSTOMISED, INTERACTIVE & PRACTICAL**

Each course involves activities on each day to assist with practical skill development and understanding of concepts. Training is customised according to the requirements of the participants for maximum benefit.

## **MAKING TRAINING ACCESSIBLE**

Considering your needs, SMART Management Training has made training services available at your place, one-2-one, and at various locations across the UAE.

## **TRAINING BOOSTER PACKAGES**

Group Discussions, Group Exercises, Presentations, Role Plays, Self Assessments, Variety of Games and Action plan. The courses are designed to be of short duration and are lively, informal and highly valuable.



*Think Smart ... Think Management*



# HR CONSULTANCY

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**Our key role is to support the client to identify needs, develop an action plan and facilitate change to boost the success of your organization.**

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SMART Management Training & Consultancy aims to provide you with human capital solutions that result in significantly improved employee and organizational performance while minimising employment and personnel inefficiencies. We help organizations, both large and small, establish, out-source and enhance their essential Human Resource functions.

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# HR CONSULTANCY

Our management, human resource, and training services are designed to improve productivity, efficiency, communication and employee morale.



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We offer unparalleled consulting services in Human Resources for our clients with our various HR solutions. We work closely with corporates and individuals to identify their needs and to provide them with a tailor made solution suited to their explicit needs.

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## INDIVIDUAL COACHING

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Many individuals are capable of greatness if they just had the right guidance and support at the right time. That's why some of the best organizations provide professional coaches to their personnel to help with their most challenging and growth-oriented tasks, and to increase the impact of their training investment.

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SMART Management Training & Consultancy provide personalised, one-on-one support to help your executives, managers, and individual learners develop their leadership skills, build relationships, overcome obstacles, fast-track their development, and achieve their goals.

We offer individual coaching on core skills that are an absolute must for your career advancement.

Individual coaching provides a one to one relationship that is totally bespoke to the individual, as the coach responds to them as they outline personal and business goals and challenges.

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**We believe in providing a helping hand to highly ambitious corporate employees who are keen to climb the corporate ladder faster.**

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