

MiSh
TRAINING &
CONSULTING

For a Mind Shift

About Us

MiSh Training & Consulting is an innovative Business Consultancy and Corporate Training firm set up in Dubai, UAE. Mish Training & Consulting is globally present and provides world-class services through its representative offices in UAE, Lebanon, KSA, Qatar, Oman, Jordan, Iraq, UK, Italy & Canada.

OUR COMMITMENT

- Identify your business necessities and development needs
- Design and implement state-of-the-art training programs and consulting services

Partnerships & Accreditations



Northwest is a UK based training company with a long standing industry for over 20 years. Northwest and Mish signed a partnership agreement in June 2015.

Project Management Institute is the world's leading not-for-profit professional membership association for the project, program and portfolio management profession.

HABC UK is an international leading awarding organization for compliance qualifications and apprenticeships.

All project management courses are reviewed by PMO, Project Management Office, which was established in Canada 14 years ago. www.pmo.it

OUR SERVICES

Training Courses

Training Consultancy

Management Solutions



Services

Public Training Programs

Training Need Analysis (TNA)

In-Company Training Programs

Team Building Activity

1-on-1 Coaching

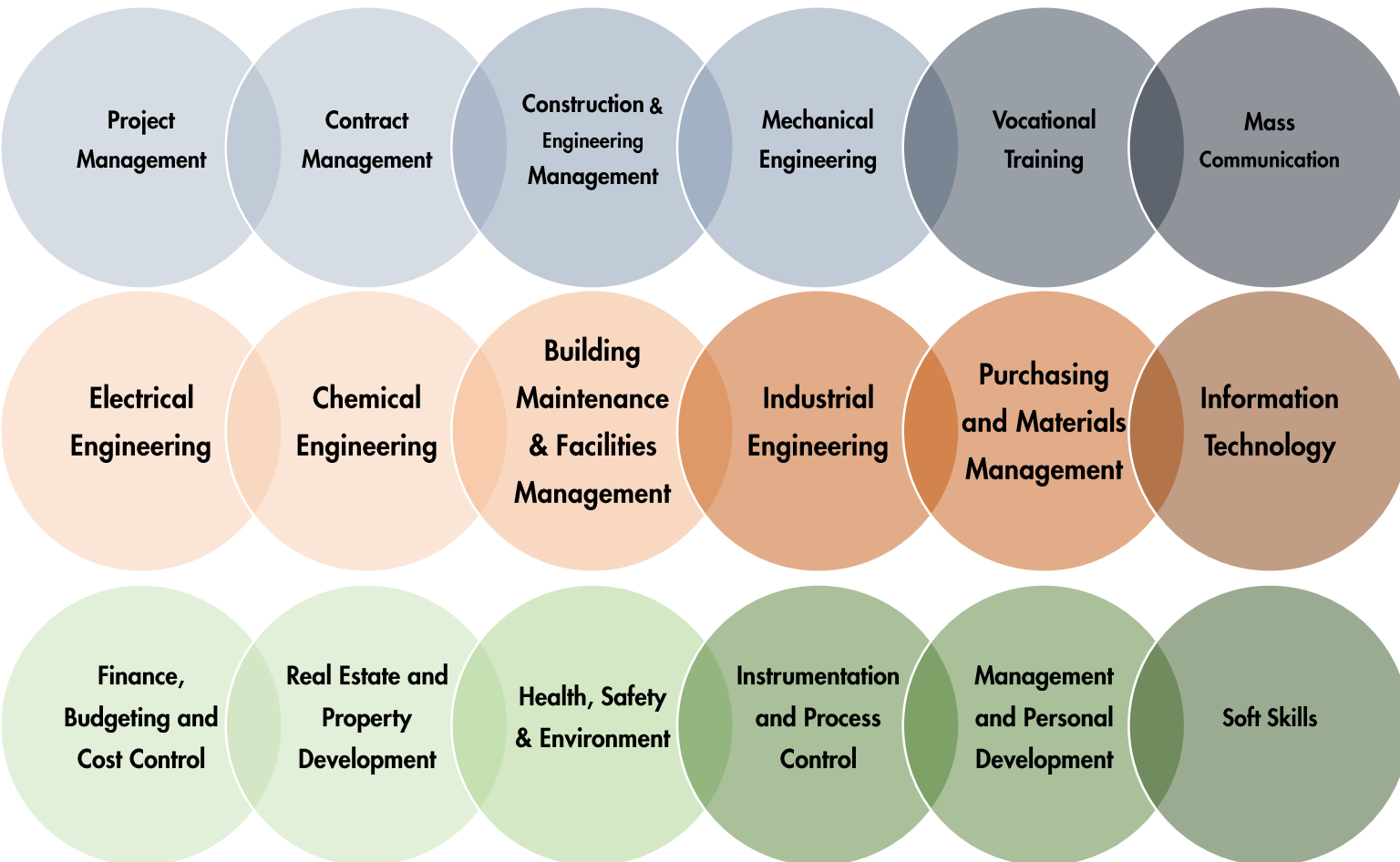
Emotional Intelligence Training

Training Consultancy

Entertainment Training and Tasleeh Shooting



Training Categories



Our Trainers

Engineering Management



- **Firas A. Zaki, PhD** certified as M.MENSA/ FRICS/ ACI Arb/ PQS/ PMP/ PMI-RMP/ PMI-SP/ CCP/ EVP/ PSP/ CRA/ CCC, holding a PhD in Engineering Management, Masters in Project Management from The George Washington University (USA), Bachelor of Engineering in Civil and Bachelor of Science in Mathematics/Quantity Survey, with over 27+ years' experience out of which 23+ years were in Projects Controls (Monitor and Control Time, Cost, Contracts, Claims, and QS)/ Projects Management fields for portfolio of programs/projects worth over US\$ 10 Billion, diversified between Infrastructures, Road Works/Bridges, Networks/Pipelines, Oil/Gas, Industrial, Transit/Metros, Villas/Housings, High-Rise/ Medium-Rise towers (Commercial, Residential, Hospitals and Hotels), and Airports.



- **Eng. Ahmed Ibrahim Al-Allo, PMP**, EFQM Assessor is a speaker, trainer and professional facilitator of Project Management Profession. He has 25 years of hands-on experience in various construction projects. As the Vice President of PMI AGC Dubai region from 2009-2012, he contributed to the advancement of the project management community in Dubai. He has organized and presented a lot of technical presentations, panel discussions, training courses and other social activities for the PMI AGC members in Dubai. Many of these events were on voluntary basis. (PMP)



- **Dr. Khaled A. Obeid** Dr. Obeid has established the value engineering program for the Royal Commission for Jubail and Yanbu in Riyadh. He is a former associate and Director of Value Management of Smith Group in Detroit-Michigan and in Phoenix Arizona. Dr. Obeid has over 30 years of professional experience including university teaching, research, structural design and over 18 years in Value Management. (Value Engineering)

Our Trainers

Engineering Management



- Shadi Abu-Kuzam
- Certified PMP – Project Management Professional from PMI – Project Management Institute.
- Certified PSP – Planning and Scheduling Professional from AACEi
- Certified EVP – Earned Value Professional from AACEi
- Certified CCP – (formerly CCE/CCC) Certified Cost Professional from AACEi
- Certified CEP - Certified Cost Professional from AACEi
- Certified LEED GA - LEED Green Associate
- Extensive Courses in Business Management – Harcourt Learning Direct (15 courses completed – 4.0 GPA)



- Kholoud Albrahim, MSc international Business, certified PgMP, PMP, SP, RMP. Recognized as one of the best Program, Project, and Risk Management consultants in the region and a world class trainer Kholoud Ibrahim possesses a unique combination of technical knowledge and broad-based business management skills, gained from more than fourteen years of experience in Project management & business management. (PgMP)



- Salah Haswah
- Program Management Professional (PgMP) #1792131
- Project Management Professional (PMP) #1403815
- PRINCE2 – Practitioner #P2R/660778
- Certificate of Business Continuity Institute (CBCI) with Merit - #239130174
- Risk Management Professional (PMI-RMP) #1392701
- Scheduling Professional (PMI-SP) #1475863
- ITIL v3 – Foundation #4676963

Our Trainers

Mechanical and Electrical Engineering



• **Professor Yousef S. H. Najjar** Founding Director of the Energy Center, Fellow ASME (USA), Fellow the Institute of Energy (UK), P.E., C.Eng. , Professor of Mechanical Engineering. B.Sc., Mech. Eng. (Power), Cairo University (1969); M.Sc. & Ph.D., Mech. Eng. (Thermal Power), Cranfield Institute of Technology (U.K) 1976 & 1979 respectively. (mechanical)



• **Dr. Ahmed F. Zobia** Received the B.Sc.(hons.), M.Sc. and Ph.D. degrees in Electrical Power & Machines from the Faculty of Engineering at Cairo University, Giza, Egypt, in 1992, 1997 and 2002. Dr. Zobia is developing and teaching power system courses on Wiring Regulations, Power Systems Analysis, Power Systems Coordination, Power System Grounding, Harmonic Analysis, Power Quality, Co-generation and Electrical Energy Management. (Electrical)



• **Dr. Hussain Ahmed** He is a BSc in Petroleum Engineering, University of Baghdad, MSc in Multi-Phase flow in Oil & Gas Production, University of Strathclyde- Glasgow , PhD in Hydraulic Fracturing of oil/gas reservoir, Heriot-Watt University, Edinburgh., PGCE in FE/HE Education, University of Manchester Metropolitan, PG Dip in Management, University of Liverpool-UK, BTEC certificate in Training, BTEC Network, FENTO certificate in Basic Skills & Key skills, Fento – York, Diploma in Line management with ILM, training course in crisis management, eam-leading certificate (undertaken)

Our Trainers

Management Skills



• Mr. Adrian Stephan Master of Management Thesis Topic: Total Productive Maintenance, Major: Operations Research.



• Mr. Desmond Ryan He is a Chartered Accountant from the Institute of Chartered Accountants of British Columbia, Canada 1974, Member of the Canadian Institute of Chartered Accountants, Bachelor of Commerce from University College, Dublin Ireland 1969. (Finance)



• Ms. Beryl Comar MA Education & MA Applied Linguistics, DipTEFL, Post-graduate Diploma Business Administration, and Master Trainee/ Assessor in both NLP & Emotional Intelligence. Beryl has strengths in Coaching, Communication, Interpersonal skills, Leadership. (Soft Skills)



Max Calderan

Author - Opinionist - Extreme Explorer - Adventurer

Extreme Desert Explorer, defined son of the desert, Max has crossed the most insidious and impassable sands in the world, surviving in conditions that are beyond any known human limits. Max has pushed his limit over all scientific studies.

Our Clients



Schindler



GOVERNMENT OF DUBAI



هيئة الطرق والمواصلات
ROADS & TRANSPORT AUTHORITY



Few of Our Courses

PMP® Exam Preparation Workshop

Daily Outline

- Organizational Influences and Project Life Cycle
- The Project Management Processes for a Project
- Project Integration Management
- Project Scope Management
- Project Time Management
- Project Cost Management
- Project Quality Management
- Project Human Resource Management
- Project Communications Management
- Project Stakeholder Management
- Project Risk Management
- Project Procurement Management
- Project Professional Responsibility

Learning Objectives

- Define the role that projects and project management play in accomplishing the company's strategic objectives.
- Create a project charter, a Work Breakdown Structure (WBS), and Responsibility Assignment Matrix (RAM).
- Develop precedence relationships among tasks based on a WBS, a network diagram and critical path, and create a schedule that includes initial resource allocations.
- Assess major schedule, cost, and performance risk elements and understand the approach for managing risks using qualitative as well as quantitative techniques.
- Establish ways of monitoring schedule and cost performance using earned value techniques.
- Determine key elements of a communications plan to keep stakeholders acknowledged of progress, problems and controls.
- Establish a closeout strategy that will maximize the value of the project experience to the organization by capturing best practices and lessons learned.

Personal Development Management

Outline

The course covers the key characteristics of business organization and environment and the business functions of human resource management, finance and accounts, marketing and operations management. Links between the topics are central to the course. Through the exploration of six underpinning concepts (change, culture, ethics, globalization, innovation and strategy), the course allows students to develop a holistic understanding of today's complex and dynamic business environment. The conceptual learning is firmly anchored in business management theories, tools and techniques and placed in the context of real world examples and case studies

The Aims Of The Development Management Course Are To:

- Encourage a holistic view of the world of business
- Empower students to think critically and strategically about individual and organizational behavior
- Promote the importance of exploring business issues from different cultural perspectives
- Enable the student to appreciate the nature and significance of change in a local, regional and global context
- Promote awareness of the importance of environmental, social and ethical factors in the actions of individuals and organizations
- Develop an understanding of the importance of innovation in a business environment

Design and Maintenance of Electrical Installations

- Day 1: Introduction to design
- Day 2: 21st Century design problems
- Day 3: Cables and breakers
- Day 4: Maintenance considerations
- Day 5: Special installations or locations

Who should attend

- Electrical Design Engineers, Engineering Maintenance Managers, Building Services Engineers, Graduate Electrical Engineer Trainees

Seminar Objectives

This five day course is designed to provide up to date information and training on design and maintenance philosophy. It will consist of in-depth teaching on all aspects of the LV installation design in buildings and the practical application of BS 7671 with many examples and sample design calculations. The course will include references to safety, maintenance and inspection and testing and whole life costing and in addition provide a summary of some of the basic principles necessary for a good understanding of electrical installation technology.

Few of Our Courses

Fire Fighting

Objectives & Benefit

- Learn new approaches and methodologies in risk management principles and techniques identify and quantify hazards. Ensure safe practices and reduction of errors, mishaps and/or accidents, analyze incidents & near misses
- Identification of policies and procedures that can have long term effects on the safety culture in workplace
- Provide the participants with a structured and phased approach to creative safety management
- Understand the main points in fire prevention
- Learn and practice how to apply actual fire fighting techniques.

Fire Fighting Technology

- Fire Theory, Heat Transfer & Chemistry of Fire. Classes of Fire & Fire Extinction Methods. Sources of Ignition and Fire Prevention Methods.
- Fire fighting Equipment, Fixed Systems and Portable Equipment.
- Fire fighting Agents Types and Generation (Types of Foam). Fire Prevention and Detection systems
- Fire Extinguishing Systems and Fire calculations.

Finance for Non Finance Managers

Why Should I Do This Course?

- Proper communication of finance and accounting concepts is often a problem for non-financial managers, mostly due to a lack of confidence when dealing with often confusing terms. Organizations will invest heavily in financial reporting hardware and software without empowering its people with the skills required to operate effectively

What I Will Learn

- Confidently make decisions about finance, accounts and budgets
- Weigh up the advantages and disadvantages of different financing techniques
- Analyze your investment options to fully maximize your rate of return
- Maximize future growth potential with effective strategy formulation and "best practice" business planning
- Work through a practical exercise in constructing an income statement and a balance sheet to get a clear understanding of how these statements are composed
- Defining the accounting process to interpret how the elements of financial statements are constructed
- Outline how the income statement and the balance sheet interconnect and their respective roles in an annual report
- Learn how to interpret a cash flow statement to determine the reasons for a company's positive or negative cash flow
- Understanding the financial analysis of annual financial statements to assess the financial condition of an organization

Team Building Exercise

Outline

- Session One: introduction and Course Overview
- Icebreaker: Exercise you can't touch my palm
- Session Two: Organizations Today / Exercise Helium Stick
- Session Three: Types of Teams / Exercise get yourself free
- Session Four: Team Norms
- Session Five: Exercise Towers
- Tower Construction
- Tower Presentations
- Session Six: Exercise Toxic Waste Activity
- Morning Wrap-Up
- Session Seven: The Four Stages of Team Development
- Session Eight: Exercise: The Great Egg Drop
- Session Nine: Speed Test / Murder Mystery / Some Creative Challenges
- Session Ten: Exercise: Untie Knots

Course Objectives

- Increase the individual's knowledge and skill levels in team building and team working skills. Gain skills using methods, techniques and tools which will improve the delegates' effectiveness as team leaders and team members.
- Improve the individuals understanding of effective communication within the team and as reported to external departments and contacts

Few of Our Courses

Dealing With Difficult People

Workshop Content

- Introduction to conflict
- Identifying different types of conflict
- Your preferred method of dealing with conflict
- Escalating levels of conflict
- Attitude Behavior & Skills needed in Resolving Conflict with Customers
- Eliminating "Power Over" to build "Power With" others
- Attitude & behaviors in conflict
- WIN/WIN approach Vs Compromise
- Exploring our responses to conflict – react or respond?
- Two models for approaching conflict – perfection & discovery
- The 4 steps to creating a more creative response to conflict
- Converting conflict into opportunity
- Using Assertive Behavior with Difficult People (Customers)
- Effective Communication Techniques

Workshop Objectives

- Identify different types of conflict at work
- Transform problems into creative opportunities
- Apply strategies to attack the problem not the person
- Practice being more assertive in conflict situations
- Improve your communication skills to deal with difficult people more effectively.
- Discover tips and techniques to deal with difficult people

PgMP® – Program Management Professional

Outline

In this workshop you'll learn from initiation to closing the programs effectively, develop a solid business case, manage stakeholders at all levels, develop a detailed road-map (governance plans), and define key deliverables and outputs needed for realizing program benefits.

This training workshop also includes a session on PgMP® Certification Exam Prep. PgMP® Certification is a globally recognized credential that provides program management knowledge and skills for improving the workings of organizations, groups and individuals by enabling them to deliver projects & program results.

What I Will Learn

- Increase your effectiveness & efficiency as a program manager in achieving the strategic value of a program.
- Follow a systematic approach for establishing and managing a program that is consistent with both the standard and best practices.
- Distinguish between project, program and portfolio management; describe the program life cycle & recognize the value of following this approach. And apply proven tools and techniques to program management.
- Understand the critical success factors of program management; maintaining alignment with strategy, managing benefit and stakeholders and executing program.

FIDIC Conditions of Contracts

Outline

- Review of the most common causes of claims.
- Compensable Vs. "Non-Compensable/Excusable" Delays
- Force-Majeure and delays caused by Authorities-Having-Jurisdiction and third parties
- Analyses of the contractual clauses in the two FIDIC "Red-Book" Forms (1987 and 1999) which closely relate to the most common claims.
- Discussion (Analyses) of typical claim scenarios.
- Types of Time-Impact Studies on Project Schedules
- Preparing a Claims Case, and Responding to a Claim
- General Review of the FIDIC-Based "Rainbow" suite of Contract Forms:
- Selecting the "best" FIDIC Form-of-Contract that matches the particular Project Delivery System (PDS).
- Suitability of the FIDIC 4th Edition (1992 Revision) Conditions of Contract for Construction ("old red", i.e., the conventional Form that was most widely used)

Few of Our Courses

Risk Management Course

Daily Outline

•Module 1: Introduction & Project Risk Management Processes

The Importance of Project Risk Management
The Project Management Framework
Project Life Cycle and Organization
Project Management Processes for a Project
Risk Management Processes, Identify Risk
Qualitative Risk Analysis
Quantitative Risk Analysis
Plan Risk Response, Monitor and Control Risks

•Module 2: Risk Communication

Project Risk Communication
Project Communications Management Processes
Organizational Structures
Risk Management Policies and Practices

•Module 3: Risk Analysis

Project Risk Analysis

•Module 4: Risk Response Planning

Risk Response Planning
Project Management Plan

•Module 5: Risk Governance

Project Risk Governance
Work Breakdown Structure

What You Will Learn

- Plan Risk Management
- Identify Risk
- Qualitative and Quantitative analysis
- Building a Risk Response Plan
- Selecting Project Control Tools Using Proportionate Expenditure

Real Estate Development Management

This training course is designed to provide Real Estate professionals with the essential learning components of economics, valuation, construction, investment, law, planning, management and development. It seeks to provide holistic understanding of the complex interactions and dynamics of the property market, including a sound knowledge of valuation and appraisal techniques

Training Course Key Objectives

- To develop further understanding of the issues related to Real Estate principles.
- To develop analysis, critical and lateral thinking skills and discuss and expand on the significant and importance of Core Activities of Property and Real Estate management.
- To develop assessment and "system thinking" skills in relation to the specifications methods of operation and daily management of Real Estate assets to enhance good practice through effective communication, planning and feedback
- To provide practical insight into property appraisal real life property management in both Qatar, the UK and globally
- Writing Persuasively
- Review

Emotional Intelligence

Outline

- History of Emotional Intelligence
- Emotional Intelligence Define
- Definitions and Thoughts
- Making Connections
- EI Blueprint
- Optimism
- What is Optimism?
- ABC's of Optimism
- Pessimism vs. Optimism
- Adversities
- Validating Emotions in Others
- Understanding Emotions
- The Seven Human Emotions
- Positives and Negatives
- The Emotional Map
- Setting Your Personal Vision
- Defining Your Principles
- Understanding Your Values
- Considering Your Strengths and Talents
- What's standing in Your Way?
- Think in Terms of Relationships
- Creating Your Vision Statement

By The End This Course You Will Be Able To

- Learn the connections between physical and emotional health
- Learn the range of emotions, and how to manage them
- Learn how to validate emotion in others
- Learn how to discuss emotions

Training Need Analysis

Introduction

The process of performing training needs assessment is very important in meeting company goals. It should be performed by top and middle management through defined steps and using a wide set of skills. It should also include the employees to be trained or sample representatives.

In this course we will present the essential background for understanding the process of Training Needs Assessment and present the tools, sequence and road map from ideas to the final process product.

The outcome of the process is a dynamic training program aimed to fulfill company goals and customized to the needs of the employees. It will serve also as a tool for employee engagement which is a major concern in modern management methodologies.

Course Objectives

- To understand the basics of training needs assessment
- To identify the steps in planning needs assessment
- To demonstrate how to characterize the audience
- To know the methods of Data collection
- To know how to perform KSA analysis
- Identify considerations for analyzing and managing data
- To understand the evaluation process of the training programs
- To understand the assisting tools in TNA



TOPICS COVERED

- Module 1: Introduction to Needs Assessments
- Module 2: A Context for Needs Assessments
- Module 3: Market Analysis
- Module 4: Overview of the steps in a Needs Assessment
- Module 5: Assessment Methods
- Module 6: Characterizing Your Audience
- Module 7: Sample Sizes and Response Rates
- Module 8: About Questions
- Module 9: Extra tools for needs assessment
- Module 10: Case Studies

REWARD PROGRAMS FOR EMPLOYEES

Sample

TASLEEh

- ◆ Tasleeh Shooting presents the world's first ever Air Soft Battle Zone at Yas Mall, Abu Dhabi. Featuring one of the largest battlegrounds alongside a state-of-the-art AIRSOFT Weapons & Accessories Store and a themed Kalashnikov Cafe, Tasleeh Shooting offers you an unparalleled adventure experience.
- ◆ It brings excitement, fun and education to all ages, while maintaining the right mechanism of both sports and recreation. Tasleeh Shooting offers an amazing and unparalleled shooting experience.

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 www.tasleehshooting.com

Supported By:



VENUE

Tasleeh Shooting - Training Centre - Yas Mall

PARTICIPATION PACKAGES

Standard Coupon AED 2,250/coupon
 Senior Coupon AED 4,500/coupon

MiSh

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- ◆ MiSh Training is globally present and provides world-class services through representative offices in UAE, Lebanon, KSA, Qatar, Oman, UK, Italy and Canada
- ◆ It is specialized in designing and implementing state-of-the-art training programs and consulting services for organizations throughout the Middle East, North American, Europe, Asia and Africa.
- ◆ MiSh is a KHDA approved Training Centre
- ◆ MiSh is a global registered REP Education provider with PMI - USA

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TASLEEh MiSh 3ADI PROGRAM



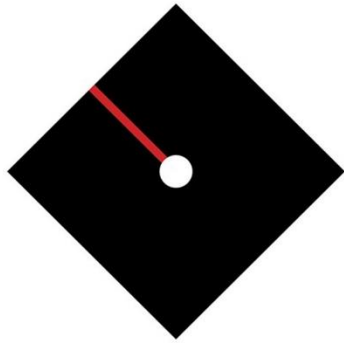
REWARD PROGRAMS FOR EMPLOYEES

Sample



Photo Gallery





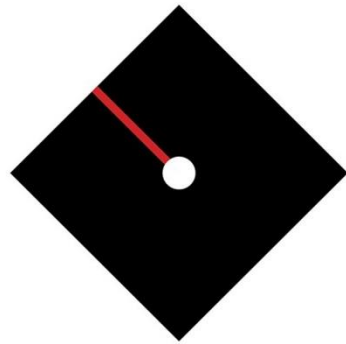
MiSh

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