

## Know Libya Training - Short Courses

**Know Libya aims to help bridge the knowledge and skills gaps in Libya by providing effective tailor made services which combine local insight, international expertise and the highest professional standards.**

**As an experienced and well-established company which has successfully delivered training to hundreds of participants working with local and international organisations in Libya, we would welcome the opportunity to support your group by offering the following training courses.**

These courses are available exclusively to your group delivered in Know Libya or in-company. Descriptions of the courses below and other courses are available on request. Let us know what you need.

Ref	Short Course Titles	Days	
1	Professional Telephone Skills	1	
2	Customer Service Essentials	1	
3	Improving Time Management	1	
4	Developing Effective Secretarial Skills	2	
5	Effective Business English Writing	2	
6	Creative Thinking	1	
7	Feedback & Coaching	1	
8	Facilitation Skills for Group Events	2	
9	Professional Presentations in English	2	
10	Libya Cultural Awareness for Expatriates	1	
11	Cross cultural awareness for expatriate & Libyan employees	1 or 2	
12	Sales & Marketing Essentials	2	
13	Effective E-mail Writing	1	
14	Improving Commercial Awareness	1	
15	Effective Meeting Skills	1	
16	Working Effectively In International Organisations	2	
17	Problem Solving & Decision-Making	2	
18	Business Negotiation Skills	2	
19	Communication & Interpersonal Skills	2	
20	Motivating Yourself & Others	1	
21	Business Ethics Essentials	1	
22	Health & Safety in the Workplace	2	
23	Food Safety Essentials For Food Handlers	1	
24	Introduction to Oil & Gas Exploration & Production	4	
25	Basic Financial Skills	3	
26	Basic Project Management	3	
27	Effective Delegation Skills	1	
28	Impact & Influence	1	
29	Working in Effective Teams	2	
30	Assertiveness & Managing Conflict	1	
31	Emotional Intelligence in the Workplace	2	
32	Recruitment & Interviewing Skills	1	
33	Management Foundations	3	
34	Beginner level Arabic/Libyan language for Expatriates	3-5	
35	English for Special Purposes: Finance, Hotels, Technical, Oil etc.	1-5	
36	Specialist, technical & HSE	1-5	

### **Contact us for further information and summary course descriptions.**

- ✓ Training times – Full day: 8.30 a.m. – 4.30 p.m.
- ✓ Place: Know Libya Training, Hay Demashque, Tripoli; in-company or suitable alternative
- ✓ Courses are delivered in English with some Arabic language support or translation if required.
- ✓ Fees are inclusive of all tuition, training resources, refreshments when delivered in Know Libya
- ✓ Training is delivered in an interactive style using a combination of presentation, discussion, individual exercises and group activities by experienced trainers from Libya and overseas.
- ✓ Each participant receives their own course file and course notes.
- ✓ Course content may be adapted to suit the requirements of your group.

**We hope you find this information of interest and look forward to hearing from you.**

Please contact Yolanda Zaptia for further information:

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