

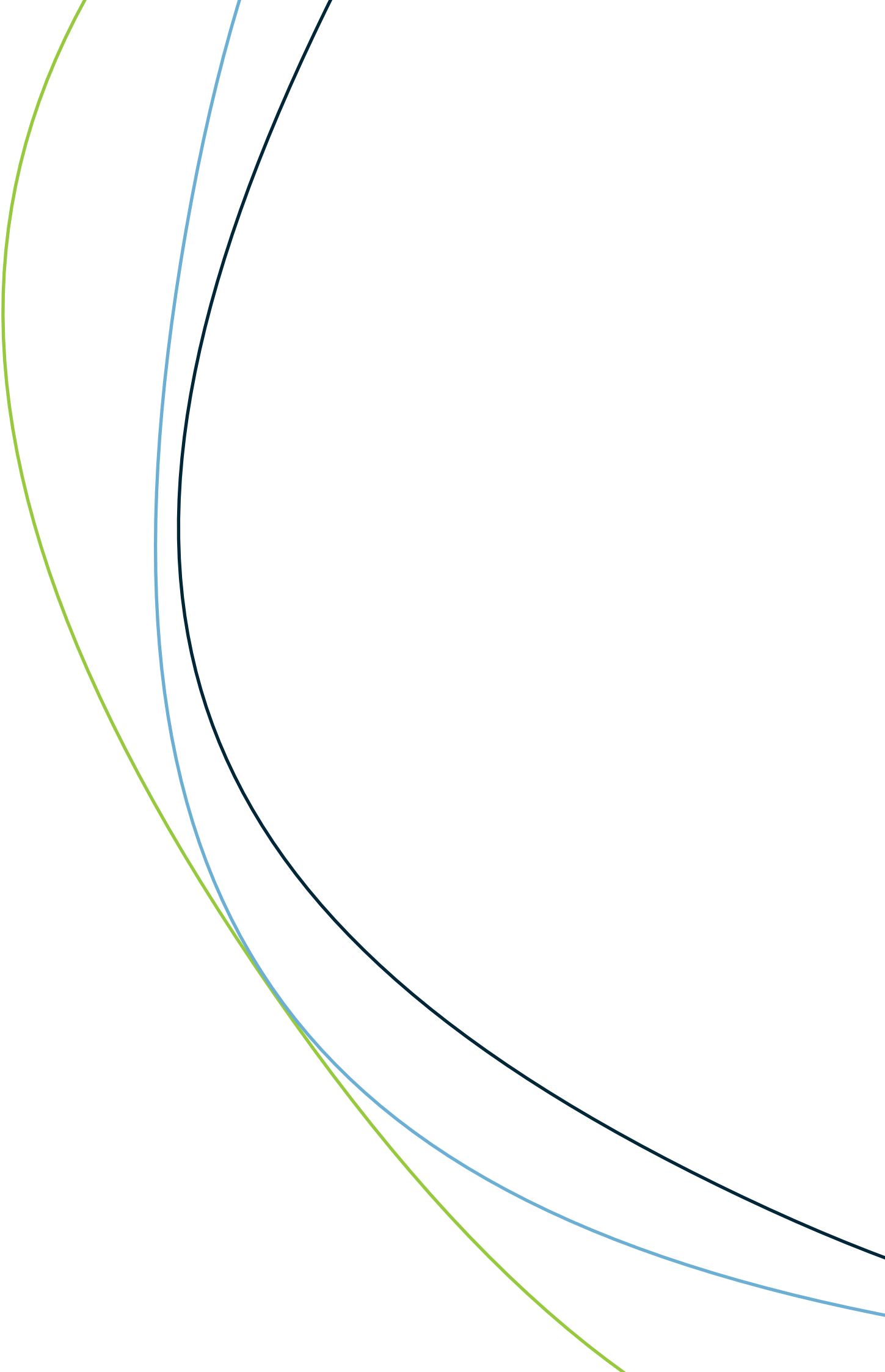
Unlocking talent.  
Driving results.



# Business Skills **Training** Courses



Technical Training  
**Solutions**





## Vision

A world where people are driving organisational results, success and growth because of the solutions we provide.



## Mission

Through our dynamic, quality solutions covering the talent life-cycle, backed by our service promise, we unlock the potential of people and organisations to drive results and achieve excellence aligned with global best practice learning needs analysis (LNA).



## Our Values

All parts of our service planning, delivery and follow-up are deeply embedded in our values:

- First the customer: listen, commit, deliver
- Outstanding quality: 100%, every time
- Care for our work, each other and the wider world
- Unending integrity: in all we do, think and say
- Success that matters: solutions, not products





## About us

### Focus

Focus Training Centre LLC and Focus Management Consultancy are leading providers of training, assessment, recruitment and consulting. Based in Abu Dhabi since 2001, we provide high-quality training courses and HRD Consultancy in Abu Dhabi, across the UAE, the Middle East and Asia.

Our HRD Consultancy focuses on development integrated talent solutions across the talent life-cycle. Our services are at three levels (strategic, enablement and delivery) and can be directed at planning, recruitment and selection, engagement, performance management or talent management and development.

Our training solutions are always designed around client needs, aligned to their strategy, and include case studies specific to the company or industry. Clients love our best-fit solutions for leadership, Emiratisation, graduate development, soft and business skills training and our many assessment options.

Partnering with Osborne Training Solutions means we can now offer you the complete package of business and technical skills training.





## Osborne Training Solutions

Osborne Engineering Limited have been facilitating successful training programmes for over fifteen years and are fully committed to delivering quality training, using highly qualified and experienced trainers. Our dedicated training division, Osborne Training Services (OTS) is able to draw from a wide range of instructional expertise to supply high quality theoretical and practical training.

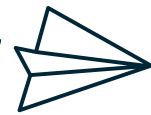
We believe that in order for organisations to evolve successfully the continued development of their staff is essential. In this ever-changing environment it is the ability of the individuals within the organisations to learn and develop their skills that will determine their ongoing success. For the learning to be as effective as possible it must meet with the business objectives of the individual organisation.

All OTS courses can be modified to suit individual customer requirements. OTS can offer a complete training service firstly communicating with the customer to establish their needs and then develop and deliver the course in partnership with customer requirements. We believe in a continuous improvement process for all of our courses.

Students can evaluate their course on completion and offer us feedback in all areas. We use this information to ensure that our standards of instruction, equipment and presentation are always ahead of the competition. All our courses are backed up with high quality training manuals and materials.

### **Training Needs Analysis**

As part of our process an essential requirement is understanding the training needs of each participant. We design specific questionnaires that identify the areas of weakness within a workforce that needs reinforcement by a targeted training programme.



## Course List Business Skills

### Management and Leadership

Leadership Programme  
Leading with Emotional Intelligence  
Middle Managers Programme (MMP)  
Supervisory and Management Skills  
Team Leader Development

### Customer Service

Customer Excellence  
Dealing with Difficult Customers  
Telephone Etiquette

### Communication Skills

Body Language  
Building Better working Relationship  
Business Ethics  
Business Etiquette  
Communication and Interpersonal Skills  
Excellence in Communication Skills  
Influencing and Negotiating  
Inter-cultural Awareness  
Interdepartmental Communication  
Persuasive Skills  
Powerful Influencing  
Presentation Skills  
Public Speaking  
Workplace Wellness Workshop

### Human Resources Development

Competency-based Interviewing Skills  
Assessment Centres  
Development Centres  
Effective Performance and Appraisal Practice  
Feedback for Performance  
HR Management  
HR Policies and Procedures  
Improving Employee's Performance  
Introduction to Facilitating Learning  
Managing Appraisals  
Mystery Shopping  
Recruitment Interviewing Skills  
Retirement Planning

### Self Development

Active Listening  
7 Habits of Highly Effective People  
Analytical Skills  
Anger Management  
Assertiveness  
Balanced Scorecard  
Business Acumen  
Change Management  
Coaching for Performance  
Conflict Management  
Contract and Vendor Management  
Contract Negotiations  
Creating Your Inner Happiness  
Critical Thinking  
Decision Making  
Emotional Intelligence  
Empowerment and Delegation  
Finance for Non Finance Professionals  
Innovation  
Introduction to Oil and Gas  
Mentoring  
Negotiating for Results  
NLP  
Personal Effectiveness  
Personality Profiling  
Planning and Organising  
Problem solving and Decision Making  
Sales and Account Management  
Setting SMART Goals  
Speed Reading  
Strategic Planning  
Stress Management  
Team Skills  
The Power of Positive Thinking  
Time Management  
Train the trainer  
Visual Thinking

## Administration

Administrative Management  
Leading Effective Meetings  
Note-taking and Minutes of Meeting  
Office Management  
Office Procedures  
Receptionist Programme

## Project Management

Project Management (advanced)  
Project Management Essentials

## Certified Courses

Certified Medic First Aid®  
BasicPlus CPR, AED & First Aid for Adults Courses  
ILM Developed-various  
ILM Endorsed-various

## Writing

Business Writing  
Email Etiquette  
Report Writing  
Technical Report Writing  
Writing Policies and Procedures

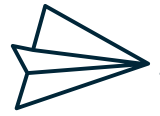
## CAMS

Assessor Training  
Implementing CAMS  
Verifier Training

## Language Skills

English Language Training





## Technical Training

### Power Generation Courses

Boiler and Steam Generation Systems  
Boiler Water Analysis  
Combined Cycle Gas Turbine Performance  
Diesel Generator  
Gas Turbine Maintenance Management  
Gas Turbine Mechanical Maintenance  
Gas Turbine Operations Management  
Gas Turbine Operations with MKV Speedtronic  
Gas Turbine Operations with MKVI Speedtronic  
Gas Turbine Technology  
Generator Control and Protection  
Introduction to Gas Turbines  
MKV Speedtronic Control System Maintenance  
MKVI Speedtronic Control System Maintenance

### Instrumentation & Control Courses

Distributed Control Systems  
Industrial Instrumentation Control (PLC)  
Industrial Process Instrumentation  
Instrumentation for Operators  
Smart Transmitters and Single Loop Control  
Types of Control

### Management

Maintenance Planning & Scheduling  
Root Cause Failure Analysis  
Troubleshooting In Oil Refineries

### Electrical Courses

Advance High Voltage Electrical Protection  
Advanced HV Electrical Protection  
Advanced LV Electrical Troubleshooting for Technicians  
Basis Electricity  
Earth and Bonding  
Electrical Energy Essentials  
Electrical Equipment, Troubleshooting & Maintenance  
Electrical Measuring Equipment  
Electrical Motor Starter  
Electrical Motors  
Electrical Troubleshooting  
Electrical Wiring Diagrams  
Fault Finding on Electrical Power Systems  
Generator & Excitation Systems  
LV, MV, HV  
NESC  
OHS&A Safety Regulation  
Power System Protection and Analysis  
Protection of Electrical Power Systems  
Transformers (Maintenance & Protection)  
UPS & Battery Chargers  
UPS System & Power Conditioners





## Accredited Health & Safety Training Courses

IOSH Managing Environmental Responsibilities  
IOSH Managing Safely  
IOSH Safety for Senior Executives  
IOSH Working Safely  
NEBOSH International General Certificate in Occupational Health and Safety  
NEBOSH International Technical Certificate in Oil and Gas Operational Safety  
NEBOSH National Certificate in Construction Health and Safety  
NEBOSH National Certificate in Fire Safety and Risk Management  
NEBOSH National Diploma in Occupational Health and Safety  
NEBOSH National General Certificate in Occupational Health and Safety

## Mechanical Courses

Advanced Design, Operation & Mechanical Aspects of  
Advanced Reliability Centred Maintenance  
Bearings and Bearing Failure Analysis  
Centrifugal & Reciprocating Compressors  
Centrifugal Gas Compressors  
Compressors  
Condition Monitoring & Vibration Control of Machines & Plant  
Design, Construction, Control & Operation of Reciprocating  
Machinery Failure Analysis  
Mechanical Seals Maintenance  
Pump Operations and Maintenance  
Reverse and Laser Alignment  
Risk Based Inspection Techniques  
Valves  
Vibration Analysis & Predictive Maintenance  
Vibration Measurement and Analysis





## Focus - Specialties

### **Emiratization** Focus, graduate & nationalisation development

We are strongly committed to the UAE vision and agenda for developing UAE Nationals. We are firmly committed to Abu Dhabi's 2030 Vision and fully support the UAE Emiratization Programme.

Focus helps individuals undertake professional development to empower them with the skills and confidence to make a positive contribution to their country. Focus is proud to be part of the solution to achieving the 2030 Vision through its work with Emirati Nationals.

Nationalisation initiatives build the long-term prosperity of the country relying on well-educated, highly-trained graduates. Graduates (who are often Millennials) have clear expectations about the development and career opportunities open to them when they join an organisation.

## Relevant research on graduates suggests:



Learning and development offered by companies is a key differentiator for graduates seeking jobs



Graduates expect a mix of soft skills training courses that include influencing, negotiating, building personal brand, analysing, managing people, relationship building, conflict resolution, business etiquette and project management



Graduates will expect engaging and meaningful work, access to influencers and organised development scaffolding and ladders.



Companies will be expected to have clear career pathways and access to accelerated advancement.



## Graduate investment pays off!

A comprehensive graduate development approach is recommended, rather than simply providing training courses for graduates. Research suggests training courses can increase productivity up to 22%, but together with structured coaching that increases that to 88%.

A programme spread across the first six months to one year better builds competence, meets graduate expectations and maximises the return on investment.



## OTS - Specialties

Osborne Training Services offers its own dedicated training facility located in Jebel Ali Free Zone, Dubai. It comprises of state of the art instruction and simulator rooms together with the factory floor for practical training.

Our training centre is ideal for our combination of theoretical and practical training as it is located close to the Osborne Engineering LLC bearing repair workshop.

### **The Dubai Training Centre** offers the following facilities:



Fully Equipped PC Training Room supporting both PLC and Gas Turbine Operations training courses



Lecture Suite



Lounge facilities for trainees to relax between lectures



Instrumentation lab with modern calibration equipment and Allen Bradley PLC training units



## Awarding Bodies

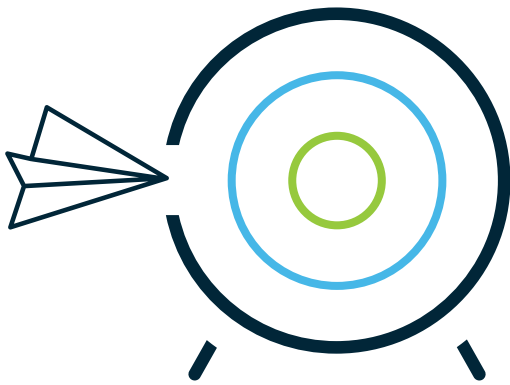
### Certified professional development

Focus and OTS offer practical, certified, professional development courses with its institute partners, for example the Institute of Leadership & Management in the UK:



We are approved by the Abu Dhabi Centre for Technical and Vocational Education and Training (ACTVET) and ISO 9001:2015 certified.





We care about your  
**end results**



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**QR Code**



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