

# BUZZ

## BUZZ NINE

THE NINE TRAINING CENTER' S NEWS LETTER

### WELCOME,,

It is my great pleasure to launch the 1st edition of **Buzz 9** our trendy newsletter. We pray that very soon the whole world is healthy and safe. Although we're starting this edition in a challenging period of a pandemic, we collaboratively will change every challenge to an opportunity for all. We strive to change lives of people and equip them with tools that will support their work, businesses and lives and hence we at The Nine are proud to say that our opportunities are greater than the challenges.

We are in the process of introducing new & unique programs and establishing our grounds in the GCC through our Nine Training Center Abu Dhabi.

That's it from me, please enjoy and see you in the next editions.

Wishing everyone all the best,  
Noora Khalifa Al Khalifa  
Chairwoman & CEO



# A MESSAGE FROM THE MANAGING DIRECTOR

Salaam Alekum to Our Extremely Valued readers. I'm extremely excited to welcome all of you to our first edition of our Buzz Nine's newsletter. We at The Nine would like to be closer to you and share with you Our Valued Clients and The Nine Training Center's noteworthy Success Stories and Achievements as we move forward. We hope you enjoy our first steps into sharing with you our latest training programs, bespoke solutions and Pre Employment Training and Recruitment of Bahraini Nationals and in helping companies in their quest to achieve a world-class culture. This is why we decided to introduce our trendy Bi-monthly Buzz 9 Newsletter.

We have come a long way since we began training in 2015. However, having trained thousands of people and helped several large corporations to pursue a world-class culture, our simple business objective remains unchanged.

We help support companies in hiring and training Bahraini Nationals with a view to make Bahrainis the Employees of choice as per Tamkeen's and Bahrain's Economic Vision 2030. This has been achieved with the immense ongoing support and cooperation from Ministry of Labour and Tamkeen.

The Nine Training Center is getting extremely well known for its interactive and value added training as it aims in changing trainees' perspectives, enhance knowledge, skills and attitude, upgrade business efficiency and bottom line profitability... the direct consequences of the culture change clients wish to achieve.

We kindly request for your patience and understanding at this point in time as right now only virtual training can be delivered. If you have any ideas on what you would like to see included in our newsletter, then we are all ears!

Happy Reading!  
Praying for your safety.  
Warm regards,  
Gopika Beri  
Managing Director  
[gopika@the9tc.com](mailto:gopika@the9tc.com) | +973-39776618



# THE NINE TRAINING CENTER PARTICIPATES IN B-TRAINING FOR THE 5TH CONSECUTIVE YEAR

The Nine Training Center participated in the highly beneficial 10th Annual Bahrain Exhibition for Training & Education & Pre-Employment in the 1st quarter of 2020 at the Gulf Convention Center, Gulf Hotel, Kingdom of Bahrain. The Exhibition is a much awaited annual fair held every year for providing a platform for the Young Aspiring Bahraini Graduates and Jobseekers.

The Nine Training Center was delighted to showcase their huge array of local and international training programs and encourage Bahraini Students and Job Seeking to further enhance their knowledge and skills.

Two hundred plus vacancies for Bahraini Nationals were advertised by The Nine Training Center and Bahrainis were being encouraged to apply for these jobs which the 9tc Sales team and Management had sourced after exerting great efforts and time to convince more than 15 highly reputed Medium and Large companies to employ Bahrainis after shortlisting, interviewing and putting the selected jobseekers through a rigorous training followed by On Job Training with the full support of MOL and Tamkeen officials. The Nine Training Center aim was to recruit over 1000 Bahrainis in the year 2020 with the great blessings and immense cooperation of the extremely supportive Ministry of Labor and Tamkeen Officials.

Seen here at The B Training, The Nine Training Center's Stand are H. E. Jameel Humaidan Minister of Labour & Social Affairs, Mr. Subah Al Dossari, Undersecretary Minister of Labour and Social Affairs, Dr Essam Al Allawi Director of Human Resources, MOL Officials with H. E. Shaikha Noora Khalifa Al Khalifa Chairwoman and Ceo Medpoint and General Manager The Nine Training Center, Mrs Gopika Beri Managing Director, Mr Hussain Habib Medpoint Manager and The Nine Training Centers Team.



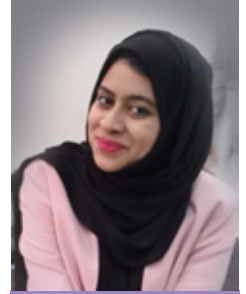
# OUR ACHIEVERS

Every great work done and milestones achieved by an employee deserves utmost appreciation and respect.

## Ameera Alware

has been with the Nine since the beginning

The Nine Training Center would like to congratulate Ameera Alware, Senior Accountant, for successfully completing her MBA in International Management. Along with managing the accounting, audit, and tax filing for The Group of companies under Sheikha Noora Al Khalifa. Ameera has been committed towards further enhancing her career and is currently pursuing ACCA. The Nine Training Center is gratified by her commitment. Ameera Alware has been with the company since its inception and is one of the senior staff of the institute.



Ameera Alware  
Tel: 77333365  
[ACCOUNTS@the9tc.com](mailto:ACCOUNTS@the9tc.com)

## Zainab Al Samahiji's

is entering her 5th year

Zainab started working at The Nine Training Center since June 2016. She is a Media Executive and coordinating Training and Recruitment activities. Zainab holds a Bachelor's degree in Digital Media and an Associate Diploma in Multimedia from the University of Bahrain. She also assisted in organizing several events and managed projects. *Happy work anniversary Zainab.*



Zainab Al Samahiji  
Tel: 77333365  
[MEDIA@The9TC.com](mailto:MEDIA@The9TC.com)

## Ahmed Al Nooh,

has entered his second year

Ahmed Al Nooh, our Sales Manager and licensed trainer, has entered his second year with The Nine Training Center. Ahmed holds a Business Informatics Bachelor's degree from AMA University. He has completed a Certificate in Leadership and Management from ILM and received an accreditation coach status from ICF. He has been writing many wellness, HR, Self-Development articles in Bahrain's English and Arabic press and speaking at several youth events in Bahrain. Ahmed has started his first book which will be published by end of 2020.

*Happy work anniversary Ahmed.*



Ahmed Al Nooh  
Tel: 77333365  
[SM@The9TC.com](mailto:SM@The9TC.com)

# HYGIENE OF THE 9TC

As per the guidelines of the Directorate of Vocational Training Institutes, Ministry of Labour, The Nine Training Center is continuously maintaining Hygiene and Health in the premises. Please join us to see some glimpses that include checking everyone's temperature, compulsory mask wearing, physical distancing, sanitizing surfaces, knobs, tables and chairs, placing Instructions of the Ministry of Health and regular sanitization.



# EMPOWERING WOMEN



**International Women's Day 2020 Celebration at Bahrain Public Transport Company (BPTC).**

It was a great honor for The Nine Training Center's Managing Director Ms Gopika Beri to be selected as a speaker by BPTC HR Manager Mr. Sampath and Training Manager Mr. Lito to address the Bahrain Public Transport Company's ladies and inspire them on the International Women's Day Celebration 2020. Ms Gopika decided to discuss Work Life Balance and the best practices and strategies in overcoming challenges and obstacles in reaching success.

Ms Beri discussed the challenges faced by famous personalities and celebrities and the unique ways they overcame them. She then shared her work life experience in Bahrain and received an amazing response which was extremely appreciated by everyone.

Next, Ms Beri involved the BPTC ladies in an extremely interactive game where they had to introspect regarding their work life balance and find the gaps. The ladies were asked to revisit this activity on a monthly basis to address the gaps. This activity was highly appreciated by the BPTC attendees.

During the Question and Answer Session, the ladies were given a platform to express their queries and inner most thoughts.

The event ended with a Speech of Appreciation and Certificate Presentation by Mr Lito and a Cake Cutting Ceremony.

## TIPS

ON WOMEN EMPOWERMENT,,

- ★ Know Yourself & Dream Big
- ♥ Follow your Passion
- 💡 Be Independent & Keep Learning
- 🌸 Exercise Balancing activities with your family
- 💬 Have a voice
- ⚙️ Experience Success through Principles That Work
- 🌱 Give back to society and Empower others

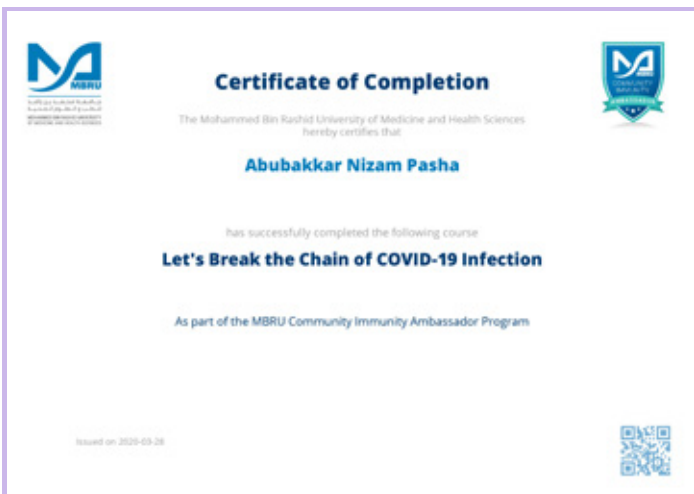


# FIGHTING CORONA

The Nine Training Center's team have all taken the 'Let's Break the Chain of COVID-19 Infection' Workshop by The Mohamed Bin Rashid University of Medicine and Health Sciences. This direction was set by Management to ensure that all team members are well-knowledged and capable of preventing the infection from the visitors, trainees, trainers and colleagues in these difficult days.

We encourage the readers to take the course through this link:

<https://learn.mbru.ac.ae/courses/take/covid19/texts/11263061-take-action>



Protect yourself and others from getting sick

## Wash your hands

- after coughing or sneezing
- when caring for the sick
- before, during and after you prepare food
- before eating
- after toilet use
- when hands are visibly dirty
- after handling animals or animal waste




## PROTECT YOURSELF AND WASH YOUR HANDS BY WHO



The Nine Training Center celebrated the International Women's Day on 8th March 2020, together with its Sister Company MedPoint

# DESPITE CHALLENGES, UNICEF CONTINUES TO SHIP VITAL SUPPLIES TO AFFECTED COUNTRIES AMID SOARING NUMBER OF COVID-19 CASES

Despite challenges, UNICEF continues to ship vital supplies to affected countries amid soaring number of COVID-19 cases. UNICEF is engaged with approximately 1,000 suppliers and industry leaders across the world, to find a solution to current market constraints. Despite the extreme market conditions, including aggressive buying and emerging export restrictions, UNICEF has managed to secure availability from April to June from suppliers for key products, such as 26.9 million surgical masks, 4.8 million respirators, 6 million coveralls, 7.1 million surgical gowns, 1.5 million goggles and 29,000 infrared thermometers.

Help UNICEF supply essential supplies to prevent the spread of coronavirus. Your donation can provide children and families with critical protection, healthcare and education <https://uni.cf/2UVIyiR>

<https://www.unicef.org/press-releases/despite-challenges-unicef-continues-ship-vital-supplies-affected-countries-amid>





# HEALTH IS WEALTH SESSION

BY DR. BABU RAMACHANDRAN

SERVICE LINE HEAD AND LIAISON PHYSICIAN AT AMH

The Nine Training Centre in collaboration with American Mission Hospital, hosted an awareness session on 'Health is Wealth' for The Nine Training Center's staff and sister companies. Dr. Babu gave a brief introduction about general health and then moved to other hot topics such as Cholesterol, Diabetes, Hypertension, Blood pressure, Kidney stones, Chest pain, Obesity, Stress, Vitamin D, Corona Virus. He also discussed health related issues associated with alcohol and ended his session with hand washing and sanitizing techniques to fight the Corona Virus. Attendees appreciated the presentation and thanked Dr. Babu for his valuable efforts.



# ONLINE TRAINING

The Nine Training Center is proud to have launched its online regular training using virtual activities, online platforms, virtual teams, e-content and most importantly its renowned and accredited trainers whom have been trained on the online training methodologies.



# AN INTERVIEW WITH A MASTER TRAINER HISHAM SALEH

**Q.** How can the training and education sector continue during the Corona pandemic?

We have to utilize the virtual tools and online training during this period. This situation should not prevent us from moving forward, so we have to learn how to use technology effectively and continue with it even after the pandemic is over.

**Q.** Can you mention some of these online tools.

There are numerous tools, for example; Google Classroom, Zoom, Microsoft Teams, and other available tools.

**Q.** What do you advise trainees, students and learners in the current situation?

I advice them to protect themselves and be cautious, and to get all the necessary information from the right sources, not rumors, and to take the precautions and advise seriously. In addition, please make the maximum of this period to learn new knowledge, skills and ideas from different sources be it online or offline.

**Q.** How do you see the readiness of the training sector in this pandemic?

With all honesty, all academic and training institutions including universities, academies, schools and institutes were not ready for this to come, yet this should be a wake up call for them to start thinking positively and plan ahead and focus on blended learning.



Hisham Saleh is a Master trainer at The Nine Training Centre. He provides training and HR solutions for various companies.

He brings 20 years of experience in his field.

IT IS TIME FOR..

**A PARADIGM  
SHIFT ””**

# THE NINE TRAINING CENTER'S WEBINAR

## COMMUNICATION AND MOTIVATION DURING CRISIS

As part of community engagement and community service, The Nine Training Center held its first webinar on Tuesday, April 14, 2020 free of charge entitled: "Communication and Motivation During crisis as an initiative provided to individuals and organizations.

The webinar had 5 main themes:

**First:** The necessity of communication during crisis, and in particular the digital transformation of communication during the mandatory periods of social distancing, where H.E. Sheikha Noora bint Khalifa Al Khalifa, Chairwoman of Medpoint and The Nine Training Center, spoke about her personal experience in managing several companies in the Kingdom of Bahrain and the United Arab Emirates.

**Second:** The theme of leadership during crisis, and how managers, CEOs and supervisors can break the ice and lead their institutions towards safety in terms of transparency, credibility, productivity, openness and positivity, and the important of continuity of work, advice and instructions to be followed during crisis, this theme was offered by Ms. Hind Al-Shamry, as a guest speaker from Saudi Aramco.

**Third:** The theme of Crisis Management, which is the most important topic that everyone should be aware of, included sub topics such as; what is the crisis, what should be done during each stage of the crisis, what are the four stages that organisations and individuals go through during the crisis. Dr. Hussein Seroor, a master trainer at The Nine Training Center, spoke on this theme, where he expressed his extensive leadership experience in the governmental and private sectors for more than 35 years.

## SPEAKERS



H.E. Shaikha Noora Al Khalifa,  
Chairwoman of Medpoint Design  
and The Nine Training Center



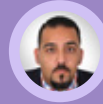
Ms. Hind Al Shamri  
Head of Vactional Training  
Partnership - Saudi Aramco



Dr. Hussain Seroor



Mr. Hisham Saleh



Mr. Salah Abu Idrees

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## THE NINE TRAINING CENTER'S SEMINARS

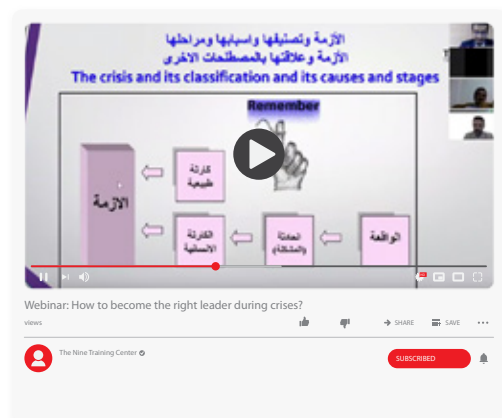
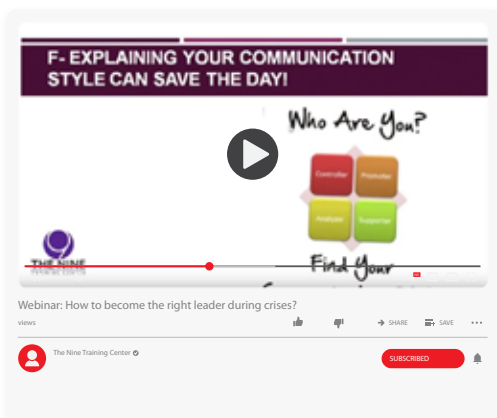
### COMMUNICATION AND MOTIVATION DURING CRISIS

Fourth: The theme of motivation during crisis, whether it is in a personal, administrative, family or professional capacity. In this theme, discussions were about the types of internal and external motivation, the four factors of motivation and their benefits for the person, society and institutions. Mr. Hisham Saleh, a master trainer at the Nine Center shared his experience in human resource management in many companies and institutions.

Fifth: Building Virtual Teams - As teams during crisis are distanced and sometimes work is conducted from home, the theme discussed how officials, supervisors and even employees and family members can build a complete, adaptable, productive and homogenous teamwork, reduce gaps and eliminate challenges. Mr. Salah Abuidrees, a master trainer at the Nine Center and a famous Bahraini cartoonist has shared his experience on this topic.

The webinar was attended by 50 managers and individuals from the Kingdom of Bahrain, the Kingdom of Saudi Arabia and the United Arab Emirates, where the attendees praised the topics of discussion. The webinar was moderated by Mr. Hussain Al-Sharakihi.

The Nine Training Center's initiatives continue through the various means available to support the education and training process in Bahrain and the region.



[https://www.youtube.com/watch?v=yryVr\\_AbHU06t=387s](https://www.youtube.com/watch?v=yryVr_AbHU06t=387s)



<https://www.youtube.com/watch?v=13EQvP-T80E6t=203s>

# THE NINE TRAINING CENTER'S WEBINAR ELEVATING MENTAL, PHYSICAL HEALTH & WELL BEING IN COPING WITH COVID-19

The Nine Training Center was pleased to host an International Webinar on Tuesday 5th May 2020, with four exceptional speakers from different parts of the globe.

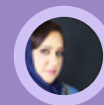
The theme of the webinar was Elevating Mental, Physical Health and Well-being in Coping with Covid-19. Our dynamic Moderator of the Webinair Hussain Sharaiki [ Head of Training and Quality of The Nine Training Center] introduced Her Highness Sayidda Basma Al Said of Oman, a mental health consultant, pyschtherapist, and founder of Whispers of Serenity Clinic who gave the international audience a marvelous and thought provoking session replete with her experiences and expertise on 'Being Mindful in Difficult Times'.

Sayidda Basma started her session with the importance of mindfulness and asked the audience to pause and look around and be there in the moment. She then elaborated on fear and the challenges that we face and that such problems existed even before the Corona Virus.

Finally, HH. Sayyida Basma explained about hope and faith and its importance in our lives. A highly enriching and inspiring talk full of effective tips and strategies indeed!

The second speaker, Ms. Kamlesh Jain, an NLP Life & Wellness Coach and Motivational Speaker from Nigeria agreed with HH. Sayidda Basma on the topic of fear being a pre-corona symptom, how interesting it is to hear about our body responding and how our subconscious mind works. She emphasized the importance of the state of mind, resourcefulness and positivity in order to change our fears into strengths. She also explained the Pavlov theory to prove the importance of the state of mind. Some important points for all of to think of and remember !

## SPEAKERS



**H.H. Sayyida Basma Al Said, Oman**  
Mental Health Consultant, Psychotherapist, and Founder of Whispers of Serenity Clinic.



**Ms. Kamlesh Jain, Nigeria**  
NLP Life & Wellness Coach and Motivational Speaker.



**Ms. Arti Razdan, India**  
Psychologist, Therapist and Counsellor.



**Mr. Ahmed Al Nooh, Bahrain**  
Wellness Coach and Author.



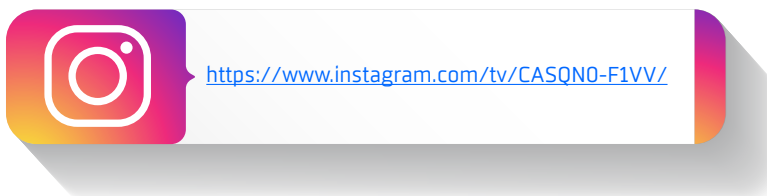
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# THE NINE TRAINING CENTER’S WEBINAR ELEVATING MENTAL, PHYSICAL HEALTH & WELL BEING IN COPING WITH COVID-19

Ms Arti Razdan, a famous psychologist therapist and counsellor from India provided excellent tips and techniques on overcoming fear, stress, anxiety and depression in the times of corona and its aftermath. She ended her session with a high energy live meditation and breathing exercise that the audience followed. A truly wonderful experience indeed!

Finally, Mr. Ahmed Al Nooh, [ Sales Manager at The Nine Training Center] a Bahraini Wellness coach and author shared his personal experience of exercising and maintaining wellness at home during this pandemic. He showcased a couple of highly useful and promising examples for people to exercise from home using various materials around the house. This is a powerful reminder to the audience on the importance of fitness and wellness which can be practiced from the comfort of our homes. Highly innovative and creative ideas indeed!

The webinar was attended by about 200 people from various countries; Afghanistan, Bahrain, India, Italy, Jordan, Kuwait, Malaysia, Maldives, New Zealand, Oman, Pakistan, Qatar, Saudi Arabia, Spain, Srilanka, United Arab Emirates, United Kingdom and United States of America.



## THE NINE TRAINING CENTER'S WEBINAR

### INNOVATIVE POST CORONA SALES AND MARKETING TECHNIQUES TO BOOST YOUR BUSINESS

The Nine Training Center held another successful webinar on Tuesday 19th May 2020, titled: Innovative Post Corona Sales and Marketing Techniques to boost your business.

The webinar was successfully attended by more than 100 participants from various countries; Bahrain, United Kingdom, India, Ghana, Malawi, United States, France, United Arab Emirates, Oman, South Africa, Spain, Sri Lanka, Turkey, and was broadcasted live across other social media platforms as well.

The webinar came amid the peak of the Corona virus and created a huge impact on lots and lots of businesses; in which some have closed down and some are struggling to exist, facing numerous challenges to the extent that governments worldwide started several initiatives to support such businesses in several forms, such as grants, loans, continuity plans and subsidies.

No one disagrees that this pandemic has affected our way of life; whether suppliers or buyers, sellers or consumers, or even organisations and individuals. Although some sectors were hit harder than others, for example the hospitality, travel and tourism industries, other sectors have benefited hugely, for instance pharmaceuticals and medical equipment and technology, and the overall online industry. Regardless on how hard it has hit our businesses and industries, the light was coming out slowly where governments were planning to open up, and moving towards the post-corona-peaks period; hence The Nine Training Center realised the importance of this webinar and its title.

This productive webinar emphasized on some tools, techniques, and tactics to assist all who joined from all around the globe, to boost their marketing efforts, strengthen their sales strategies and certainly service their customers better and better.

With the presence of three international, award winning speakers and experts, the webinar started the first topic on the 5 Essential P's for Sales and Marketing; Productize and Promotion, with an International award winning Marketing and bid writing expert; Author and Speaker; Ms Denise O'Leary. She is the founder and owner of Purpol Marketing and has over 25 years of marketing experience in demanding business environments.

## SPEAKERS



**Denise O'leary - Uk**

MA, DipM FCIM FIDM Chartered Marketer, International award winning Marketing and bid writing expert; Author and Speaker.



**Alison Edgar - Uk**

Nicknamed 'The Entrepreneur's Godmother'. Twice voted one of the UK's Top Ten Business Advisors, regularly featured on BBC TV, as well as working with Downing Street and The Royal Family.



**Mohamed Isa - Bahrain**

CX Advocate, Best Selling Author & Business Consultant with almost 20 years of experience in Consumer Goods, Real Estate, Investment Banking and Travel & Tourism.

**Contd.**



# THE NINE TRAINING CENTER'S WEBINAR INNOVATIVE POST CORONA SALES AND MARKETING TECHNIQUES TO BOOST YOUR BUSINESS

Purpol Marketing are bid writing and marketing strategy experts holding an impressive 95% win rate, and Denise is a multi-international award winner in marketing and business development. She engages with audiences to share knowledge on how businesses can win critical bids, as well as marketing their brands to win business.

She speaks internationally on effective marketing and is the author of the Amazon No1 bestseller 'WINNER – How to Win Business Awards', and Denise measures her success by how much her clients win.

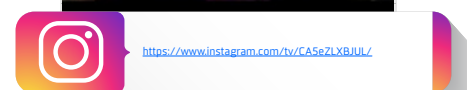
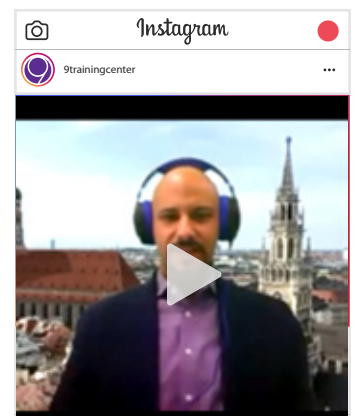
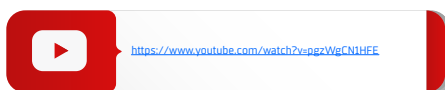
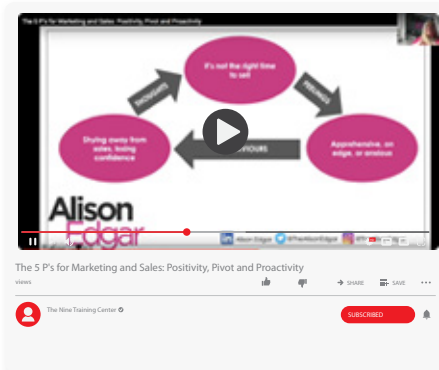
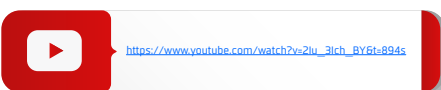
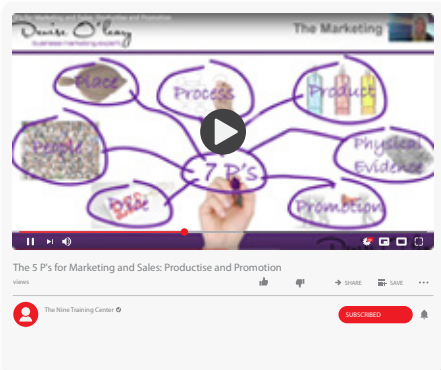
The second topic was on The 5 Essential P's of Marketing and Sales; Positivity, Pivot and Proactivity with Ms. Alison Edgar, the founder of Sales Coaching Solutions who is known as The Entrepreneur's Godmother.

She has over 25+ years of experience in blue chip sales and her client base ranges from well-known start up's like The Apprentice and Dragon's Den winners, through to large conglomerates like The Discovery Channel, Sky, Equifax and The European Commission.

Because of her vast knowledge she is asked to consult with the government at 10 Downing Street, and as a thank you for the work she does, she was invited to Buckingham Palace to The Queens Garden party.

She is regularly invited to contribute her opinions on BBC TV and radio, about the future of business' around the world. Her debut book, Secrets of Successful Sales, was launched in March 2018, and has been an Amazon number 1 around the world, a WHSmith top 10 business book, and voted by The Independent Newspaper as one of the best business books written by a woman in 2019.

The third topic was on Service, Service is the sales, with Mohamed Isa, a C-Level Executive in Banking, 4-Time Amazon Best-Selling Author, featured on CBS News in Washington DC.



# THE NINE TRAINING CENTER'S LIVE SESSIONS

## Let's create the difference together



23rd April 2020



Number of attendees: 200 Viewers



Moderator: Ahmed Al Nooh

## SPEAKER



Fahmi Baqlawa

Coach and an Accredited  
Soft Skills Trainer at  
The Nine Training Center

## CHAIR YOGA Enhancing Immunity during COVID19



13th May 2020



Number of attendees: 150 Viewers



Moderator: Ahmed Al Nooh

## SPEAKER



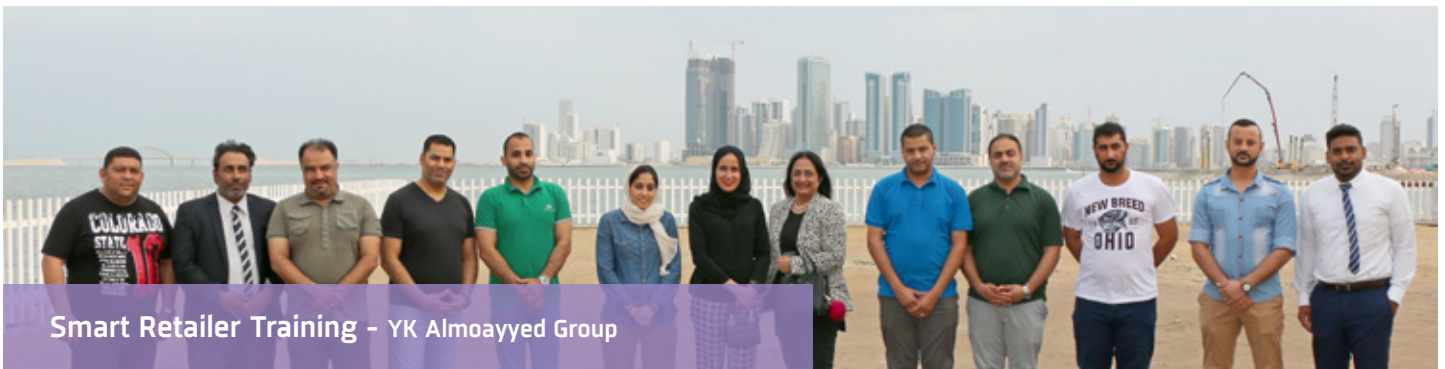
Riya Bhansali

Yoga Instructor And  
Life Coach

# GALLERY



Smart Retailer Training - Lulu Hypermarket



Smart Retailer Training - YK Almoayyed Group



Customer Service Excellence Training - Novotel Hotel



Ministry of Labour, Job Fair  
December 2019

# GALLERY



Smart Retailer Training - Lulu Hypermarket



Smart Retailer Training - Lulu Hypermarket



Customer Service Excellence Training - Reef Resort



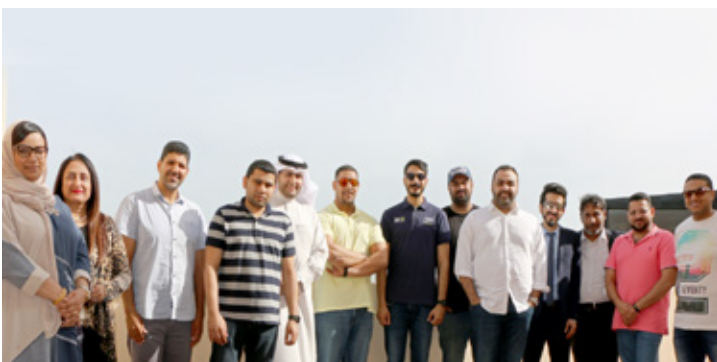
Smart Retailer Training - Al Hawaj



Communication Strategies Training - Haji Hassan Group



Team Building Training - Bahrain Specialist Hospital



Smart Retailer Training - YK Almoayed Group



Customer Service Excellence Training - Elite Resort & Spa

# GALLERY



Productivity Enhancement - UAE Exchange



Customer Service Excellence Training - Reef Resort



Customer Relationship Management - Syed Junaid



Training Job Seekers, Northern Governorate  
November 2019



Training Social Workers, Manama Social Center  
July 2019

Thank you for reading. See you in the next edition.

# THE NINE TRAINING CENTER

## PUBLIC TRAINING CALENDAR FOR 2020

[ July - August 2020 ]

SL NO.	TRAINING PROGRAM	DURATION [DAYS]	HOURS	DATES
1	Food Safety L 1	1	6	01-Jul
2	Food Safety L 2	2	12	02-Jul to 3 July
3	Health & Safety L 2	2	16	05-Jul to 6 July
4	Fire Safety L 2	1	8	06-Jul 7 July
5	Customer Service Excellence	5	30	7 July to 13 July
6	Crisis Management	3	18	8 July to 12 July
7	Stress Management	2	12	9 July to 12 July
8	Smart Retailer	10	60	12 July to 23 July
9	Call Center	7	28	13 July to 21 July
10	Risk Management	3	18	14 July to 16 July
11	Corrective Action Plan	3	16	19 July to 21 July
12	Critical Thinking	3	18	20 July to 22 July
13	Office Safety Management	3	16	21 July to 23 July
14	Emotional Intelligence	2	12	22 July to 23 July
15	Communication Strategies	4	20	23 July to 28 Aug
16	Anger Management	2	12	26 July to 27 July
17	Productivity Enhancement	4	24	27 July to 30 July

# THE NINE TRAINING CENTER

## PUBLIC TRAINING CALENDAR FOR 2020

[ July - August 2020 ]

SL NO.	TRAINING PROGRAM	DURATION [DAYS]	HOURS	DATES
18	Business Etiquette - For Prestigious Management	2	12	28 July to 29 July
19	Essential Supervisory Skills	2	12	29 July to 30 July
20	Inventory Management Basics	2	12	30 July to 2 Aug
21	Marketing & Sales Basics	2	12	2 Aug to 3 Aug
22	Influencing and Persuasion	2	12	3 Aug to 4 Aug
23	Reading Body Language as a Sales Tool	2	10	4 Aug to 5 Aug
24	Six Critical Elements for Excellent Customer Service	4	24	5 Aug to 10 Aug
25	Dealing With Difficult People	2	12	6 Aug to 9 Aug
26	Customer Experience Management	3	16	9 Aug to 11 Aug
27	Enhanced Sales Skills	3	14	10 Aug to 12 Aug
28	Building Effective Teams	2	10	11 Aug to 12 Aug
29	Achieving More Together	3	16	12 Aug to 16 Aug
30	Blended Learning Training And Presentation Technology	7	40	13 Aug to 23 Aug
31	Building Self Esteem and Assertiveness Skills	2	10	17 Aug to 18 Aug
32	Active Listening	2	12	19 Aug to 20 Aug
33	Presentation Skills	3	18	23 Aug to 25 Aug
34	Building Self Esteem and Assertiveness Skills	2	10	26 Aug to 27 Aug
35	Empowerment - Discovering your Inner Leader	2	10	30 Aug to 31 Aug