



| Boston Network<br>Year 2010 Public Course Name     | Level   |        |           | Year 2010 |            |     |     |     |           |     |     |     |     |                |     |
|--|---------|--------|-----------|-----------|------------|-----|-----|-----|-----------|-----|-----|-----|-----|----------------|-----|
|  | Manager | Senior | Mid-level | Jan       | Feb        | Mar | Apr | May | Jun       | Jul | Aug | Sep | Oct | Nov            | Dec |
| Management Course                                  |         |        |           |           |            |     |     |     |           |     |     |     |     |                |     |
| Successful Supervisory Skills (1 Day)              | ✓       | ✓      |           |           | 5          |     |     |     | 25        |     |     | 24  |     |                |     |
| Giving Feedback for Individual Development (1 Day) | ✓       | ✓      |           |           |            |     |     | 21  |           |     |     |     | 22  |                |     |
| Leadership for Executive (1 Day)                   | ✓       | ✓      | ✓         |           | 23         |     |     |     | 1         |     |     |     | 5   |                |     |
| Effective Time Management (1 Day)                  | ✓       | ✓      |           |           |            | 27  |     |     |           | 9   |     |     |     | 19             |     |
| Successfully Managing People (1 Day)               | ✓       | ✓      | ✓         |           |            |     | 20  |     |           |     | 17  |     |     | 15             |     |
| Project Management (Full Course : 5 Days)          | ✓       | ✓      |           |           | 4,5,8,9,10 |     |     |     | 3,4,7,8,9 |     |     |     |     | 24,25,26,29,30 |     |
| The 4 Dimensional Manager (1 Day)                  | ✓       | ✓      |           |           |            |     |     | 22  |           |     |     |     | 16  |                |     |
| Powerful Coaching & Mentoring Workshop (1 Day)     | ✓       | ✓      |           |           | 23         |     |     | 13  |           |     | 18  |     |     |                |     |
| Ultimate Change Management (2 Days)                | ✓       | ✓      | ✓         |           |            | 6   |     |     | 19        |     |     |     |     |                | 11  |
| Coordination for Successful Work (1 Day)           | ✓       | ✓      | ✓         |           | 18         |     |     |     | 24        |     |     |     |     |                | 17  |

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| Human Resource Course                        |   |   |   |  |    |    |   |    |  |   |    |    |    |  |   |
| Competency Based Interview Workshop (1 Day)  | ✓ | ✓ | ✓ |  |    |    | 7 |    |  |   |    |    |    |  | 7 |
| Training Roadmap for HRD (1 Day)             | ✓ | ✓ | ✓ |  | 17 |    |   |    |  |   |    | 23 |    |  |   |
| Competency Based Learning Workshop (1 Day)   | ✓ | ✓ |   |  |    | 4  |   |    |  | 7 |    |    |    |  |   |
| Effective Training for the Trainer (1 Day)   | ✓ | ✓ | ✓ |  | 11 |    |   | 12 |  |   |    | 15 |    |  |   |
| Strategic Human Resources Management (1 Day) | ✓ | ✓ | ✓ |  |    | 26 |   |    |  |   | 13 |    |    |  |   |
| Strategic Talent Management (1 Day)          | ✓ | ✓ | ✓ |  |    |    | 6 |    |  |   |    |    | 15 |  |   |

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| Marketing & Sales Course                      |   |   |   |  |    |  |    |    |    |    |  |    |    |    |  |
| Debt Collective Strategy (1 Day)              | ✓ | ✓ | ✓ |  | 13 |  |    |    |    | 17 |  |    |    | 20 |  |
| Key Account Management (1 Day)                | ✓ | ✓ | ✓ |  | 19 |  |    | 21 |    |    |  | 17 |    |    |  |
| Best Practice in Territory Management (1 Day) | ✓ | ✓ |   |  | 12 |  |    |    | 25 |    |  |    | 22 |    |  |
| CRM through CEM in Action (1 Day)             | ✓ | ✓ | ✓ |  |    |  | 29 |    |    | 15 |  |    | 28 |    |  |



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|   | Manager | Senior | Mid-level | Jan       | Feb | Mar | Apr   | May   | Jun | Jul | Aug | Sep   | Oct   | Nov   | Dec |
| Marketing & Sales Course  |         |        |           |           |     |     |       |       |     |     |     |       |       |       |     |
| Marketing for Non-marketer (1 Day)                              |         | ✓      | ✓         | 26        |     |     |       | 20    |     |     |     | 23    |       |       |     |
| IMC Management for Sales Increasing (1 Day)                     | ✓       | ✓      |           |           | 16  |     |       |       | 24  |     |     |       |       | 25    |     |
| Product Positioning Strategy for Value Based Selling (2 Days)   | ✓       | ✓      | ✓         | 11-12     |     |     |       | 3-4   |     |     |     |       |       | 15-16 |     |
| Telesales and Service over the telephone (1 Day Course)         |         | ✓      | ✓         |           | 16  |     |       |       | 22  |     |     |       |       |       | 21  |
| Brand Building Strategies and New Product Offering (1 Day)      | ✓       | ✓      |           |           |     | 16  |       |       |     | 20  |     |       |       | 23    |     |
| International Marketing and Strategic for Export Market(2 Days) | ✓       | ✓      |           |           |     |     | 20-21 |       |     |     |     |       | 19-20 |       |     |
| Marketing Skill Practice by Marketing Game (2 Days)             | ✓       | ✓      |           |           |     |     |       | 25-26 |     |     |     | 17-18 |       |       |     |
| Customer Service Excellence Workshop (1 Day)                    | ✓       | ✓      | ✓         |           |     |     | 22    |       |     | 26  |     |       |       | 18    |     |
| Sales Force Management Workshop (1 Day)                         | ✓       | ✓      |           |           |     |     |       | 13    |     |     |     | 9     |       |       |     |
| Customer Complaint & Service Management Workshop (1 Day)        | ✓       | ✓      | ✓         |           | 5   |     |       |       |     | 28  |     |       |       | 11    |     |

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| Communication Course                                       |   |   |   |  |    |       |       |    |  |    |      |      |    |    |  |
| Advance Business Negotiation Skills (1 Day)                | ✓ | ✓ | ✓ |  |    | 27    |       |    |  | 19 |      |      |    | 20 |  |
| Business Negotiation Techniques (2 Days)                   |   | ✓ | ✓ |  |    |       | 26-27 |    |  |    | 9-10 |      |    |    |  |
| Presentation Skill Workshop (1 Day)                        | ✓ | ✓ | ✓ |  |    | 11-12 |       |    |  |    |      | 9-10 |    |    |  |
| Effective Communication Empowerment and Motivation (1 Day) | ✓ | ✓ | ✓ |  | 19 |       |       |    |  | 23 |      |      |    |    |  |
| Basic Telephoning in English (1 Day)                       |   |   | ✓ |  |    | 10    |       |    |  |    |      |      |    | 13 |  |
| Effective Business E-mail Writing (1 Day)                  | ✓ | ✓ | ✓ |  |    |       | 24    |    |  |    | 21   |      |    |    |  |
| Writing English Business Letter (1 Day)                    | ✓ | ✓ | ✓ |  |    | 8     |       |    |  |    |      |      |    | 11 |  |
| English Grammar and Structure Clinic (1 Day)               | ✓ | ✓ | ✓ |  |    |       | 3     |    |  |    |      |      |    | 6  |  |
| How to Deal with the Difficult People (1 Day)              | ✓ | ✓ | ✓ |  | 25 |       |       | 12 |  |    |      |      | 13 |    |  |
| Self Motivation Development (1 Day)                        | ✓ | ✓ | ✓ |  |    | 10    |       |    |  |    | 11   |      |    |    |  |



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|   | Manager | Senior | Mid-level | Jan       | Feb | Mar | Apr | May   | Jun   | Jul | Aug | Sep | Oct   | Nov   | Dec |
| Operation Course  |         |        |           |           |     |     |     |       |       |     |     |     |       |       |     |
| Effective Outsource Supplier Management (1 Day)                     | ✓       | ✓      | ✓         |           |     |     | 6   |       |       | 14  |     |     |       |       |     |
| Effective Purchasing Services Level (1 Day)                         | ✓       | ✓      | ✓         |           |     | 17  |     | 19    |       | 18  |     |     |       |       |     |
| Effective Supplier Management (1 Day)                               | ✓       | ✓      | ✓         | 28        |     |     |     |       |       | 21  |     |     | 28    |       |     |
| Purchasing Strategy Management (1 Day)                              | ✓       | ✓      | ✓         |           |     | 24  |     |       | 16    |     |     | 8   |       |       |     |
| Effective Supply Chain Management (1 Day)                           | ✓       | ✓      | ✓         |           | 11  |     |     |       | 23    |     |     | 22  |       |       |     |
| Accelerated Finance and Accounting for Non-finance Manager (2 Days) | ✓       | ✓      |           |           |     |     |     | 19-20 |       |     |     |     | 13-14 |       |     |
| Financial Analysis Workshop (2 Days)                                | ✓       | ✓      |           |           |     |     |     |       | 23-24 |     |     |     |       | 10-11 |     |

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| Thinking and Personality Course                 |   |   |   |    |  |       |    |  |     |    |    |       |       |    |  |
| Self Motivation Development (1 Day)             | ✓ | ✓ | ✓ |    |  | 10    |    |  |     |    | 11 |       |       |    |  |
| Powerful Positive Thinking (1 Day)              | ✓ | ✓ | ✓ |    |  |       | 22 |  |     | 21 |    |       | 13    |    |  |
| Power Influencing and Motivating Others (1 Day) | ✓ | ✓ | ✓ |    |  |       | 23 |  |     |    |    |       |       | 26 |  |
| Systematic Thinking and Decision Making (1 Day) | ✓ | ✓ |   |    |  |       |    |  | 7-8 |    |    |       | 11-12 |    |  |
| Neuro-Linguistic Programming (NLP) (4 Days)     | ✓ | ✓ | ✓ |    |  | 13-14 |    |  |     |    |    | 11-12 |       |    |  |
| EQ and AQ for Success (1 Day)                   | ✓ | ✓ | ✓ | 29 |  |       |    |  |     | 22 |    |       |       |    |  |
| Powerful Personality for Professionals (1 Day)  | ✓ | ✓ | ✓ |    |  | 25    |    |  |     |    |    | 23    |       |    |  |

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| Information Technology Management Course                            |   |   |   |   |          |       |   |       |   |   |   |          |       |       |   |
| Introduction to Informatin Security Management (ISO 27001) (3 Days) | ✓ | ✓ | ✓ |   | 15,16,17 |       |   |       |   |   |   | 20,21,22 |       |       |   |
| Business Continuity Management (BS-25999) (2 Days)                  | ✓ | ✓ | ✓ |   |          | 22,23 |   |       |   |   |   |          | 14,15 |       |   |
| IT for Non IT Manager (2 Days)                                      | ✓ | ✓ |   |   |          |       |   | 18,19 |   |   |   |          |       | 22,23 |   |
| Microsoft Office: Word  | ✓ | ✓ | ✓ | ● | ●        | ●     | ● | ●     | ● | ● | ● | ●        | ●     | ●     | ● |
| Microsoft Office: Excel   | ✓ | ✓ | ✓ | ● | ●        | ●     | ● | ●     | ● | ● | ● | ●        | ●     | ●     | ● |
| Microsoft Office: Powerpoint  | ✓ | ✓ | ✓ | ● | ●        | ●     | ● | ●     | ● | ● | ● | ●        | ●     | ●     | ● |