



# FOCUS TRAINING CENTRE

Abu Dhabi (UAE)





# About us: Focus

Focus was formed in 2001. The plan was to create a training institute in Abu Dhabi that gave the highest quality training courses, backed with outstanding customer service and the highest levels of integrity.

Today Focus Training Centre LLC and Focus Management Consultancy are leading providers of training, assessment, recruitment and consulting across the UAE, the Middle East and Asia.





# Focus: the training experts!



## 20+ YEARS EXPERINCE

ISO Certified  
ACTVET Licensed  
400+ Courses  
ILM & IOSH Centre



## OUR METHOD

Adult Learning  
Impact on Real  
Work  
Learning by Doing  
Highly Interactive



## OUR OFFER

Soft Skills  
Coaching  
Accredited Courses  
Emiratization  
Technical Training



# Accreditations

- OTS & Focus offers practical, certified, professional courses with its institute partners.
- Our UAE training center is approved by the Abu Dhabi Centre for Technical and Vocational Education and Training (ACTVET) and ISO 9001:2015 certified
- OTS is also accredited by the British Accreditation Council in order to obtain a Tier 2 Licence that is necessary to bring students into the UK





# Our Facilities

**LIBRARY**



**TRAINING ROOM**



**facilities**

**centers**

**accreditations**

Our Training suite is specifically designed for:

- + Hands-on learning
- + Interactive team building
- + Group problem solving
- + Individual assessments

**programmes**

**training**

**timeline**



# Company Timeline

programmes

team



**1984**

**OEL GROUP**

Osborne Engineering Ltd  
established in 1984



**1990**

**OTS**

OTS Established for  
technical training



**2001**

**FOCUS**

Established as a  
professional training  
company in UAE



timeline

facilities

centers

accreditations



# Some Of Our Trainers



**Tracey Gilby – UK**

+Our senior trainer with 18 years training experience  
+Clients: ADNOC, AMMROC, Expo2020, NYU, NMDC



**Katherine Pace – UK**

+20 years at M&S as multi-dept. manager  
+Clients: Emirates Steel, AD Ports, ADNOC HQ



**Claire Elizabeth Swann – UK**

+10 years as Consultant, Coach  
+Clients: ADNOC HQ, Tabreed, AD Ports



**Camilla Van Der Merwe**

+Our senior trainer with 15+ years training experience  
+Clients: SANAD, Higher Colleges of Technology, Cleveland Clinic Abu Dhabi, etc



programmes



A total of 84 courses for over 1,000 Emirati staff on coaching, assessing and verifying competencies

We delivered a mix of leadership training and coaching to mainly Emirati future leaders

A 12-month mix of basic professional skills for entry-level staff





# OUR COURSES





**Management and Leadership**

**Team Leader Development**

**Leadership Programme**

**Leading with Emotional Intelligence**

**Middle Managers Programme (MMP)**

**Supervisory and Management Skills**



**Customer Service**

**Customer Excellence**

**Dealing with Difficult Customers**

**Telephone Etiquette**

**Writing**

**Business Writing**

**Email Etiquette**

**Report Writing**

**Technical Report Writing**

**Writing Policies and Procedures**



## Communication Skills

Body Language

Building Better Working Relationships

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-bases Interviewing Skills

Assessment Centers

Development Centers

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

**Creating Your Inner Happiness**

**Active Listening**

**Analytical Skills**

**Anger Management**

**Assertiveness**

**Balanced Scorecard**

**Business Acumen**

**Change Management**

**Coaching for Performance**

**Conflict Management**

**Contract and Vendor Management**

**Contract Negotiations**

**Train the Trainer**

**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**

**Planning and Organizing**

**Problem Solving & Decision Making**

**Sales and Account Management**

**Setting SMART Goals**

**Speed Reading**

**Strategic Planning**

**Stress Management**

**Team Skills**

**The Power of Positive Thinking**

**Time Management**

**Visual Thinking**

**Personality Profiling**



**Administration**

**Administrative Management**

**Leading Effective Meetings**

**Note-taking and Minutes of the Meeting**

**Office Management**

**Office Procedures**

**Receptionist Program**



**Project Management**

**Project Management (Advanced)**

**Project Management Essentials**

**Certified Courses**

**Certified Medic First Aid**

**Basic Plus CPR, AED, First Aid for Adults Courses**

**ILM Recognized Programmes**



**Writing**

**Business Writing**

**Email Etiquette**

**Report Writing**

**Technical Report Writing**

**Writing Policies and Procedures**

**Language Skills**

**English language Training**



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**Business Writing**

**Email Etiquette**

**Report Writing**

**Technical Report Writing**

**Writing Policies and Procedures**

**Language Skills**

**English language Training**



# Some Of Our Clients





# Contact Us

## Abu Dhabi - Focus

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