In-House Training Programmes

21 ACADEMY

Contents

21 Academy

21 Academy was granted a licence by the National Commission for Further and Higher Education in 2018. The Academy was set-up by its founders Dr Roselyn Borg and Angelito Sciberras after they developed and delivered a number of training courses through 21 Academy and, together with other academies and also in tandem with employers where they developed a number of in house courses. They are also visiting lecturers at the University of Malta.

The aim of the Academy is to provide opportunities for its clients and students to enhance their knowledge of their specific industry related issues, learn new skills which are increasingly necessary to handle today's challenges, and to understand better their full potential.

The Academy offers accredited and non-accredited short and long courses in different fields, workshops for employers and employees and in-house training which are company specific. Such customised training can also be accredited.

21 Academy is licensed as a Further/Higher Education Institution with the National Commission for Further and Higher Education in Malta. Courses and workshops are generally delivered at the Academy's premises in Naxxar as well as online.

Students undertaking their studies at 21 Academy have recognised the cost-effectiveness of each programme and the flexibility as well as the expediency through which they are delivered.

The Academy's academic team consists of successful professionals who deliver the training on a part-time basis while at the same time gathering more experience practising their profession. This helps to keep the training deliverables continuously updated.

Our Services

21 Academy offers and delivers an array of self-designed courses and training sessions which include a selection of accredited and non-accredited programmes. The Academy provides training on various subjects which serve to help both employers and employees expand their fields of knowledge to the best possible extent.

The courses listed in this document have been set out for you to peruse the variety of services which 21 Academy can offer you with reference to training for your human resources which will be eligible for funding through a number of assistance schemes currently being offered by both Jobsplus and Malta Enterprise.

Whilst the courses set out in this document give a brief overview of the details thereof, you may contact us to discuss pricing, contact hours or other matters related to delivery. The team at Advisory 21 can also assist you in designing custom made training programmes based on your specific wishes. We have significant experience in designing tailor made courses and training sessions depending on clients' needs and wishes and we are therefore prepared to put your thoughts into effect to prepare and deliver any sessions which you may have in mind.

Get Your Money Back

21 Academy can assist to you to claim back as much as 70% of the course fees as well as the trainees' personnel costs for the hours during which the trainees participate in the training.

Employers applying for the IIS Scheme under the 2nd Call will be eligible to receive a subsidy of €26.60 per trainee per hour in the case of training costs.

Further information from:

https://jobsplus.gov.mt/schemes-jobseekers/investing-in-skills

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Training Programmes for Management

Conflict Management

Conflict can be found in all organisations. Tension and conflict should be seen as part of the natural order of all social groups. Where there is very little or no conflict, it may signify lack of initiative and a dreary routine. Rigorous and dynamic organisations tend to generate conflict when creative individuals express themselves through their roles or personal needs. Organisations need to develop strategies for resolving conflict positively and managing 'difficult' individuals in ways that neither inflict damage on the individual nor devalue their work or contribution to the organisation. Conflict, if well managed, can be a key component of successful organisations.

This workshop is designed for managers and people in leadership positions who deal with people directly and encounter conflict in its many forms.

What will the training give you?

- The ability to develop the skills required to handle conflict in the best way possible
- Understanding on the various aspects of conflict
- Conduct Conflict Analysis
- Understanding on the different behavioural styles
- Lessons on personal skills required to handle conflict
- Technique on how to tackle Conflict Management in non-threatening role play situations

- 8 hours
- Delivered in 2 sessions f2f
- Delivered in 4 sessions online

Meeting Skills

Meetings cost money. Considering the number of meetings, we all attend, and how easy it is to waste time during meetings, meetings can actually rack up an organisation's bills to quite a significant extent.

Meetings also have many purposes. Sometimes these purposes become confused. The effectiveness of meetings depends on many factors: skilled chairing, skilled membership, and efficient mechanics. The intelligent development of meetings skills serves to avoid ineffective, inefficient and expensive meetings.

We are all hard-pressed for time and much stress can be avoided by improving the meeting skills of the individuals who attend and run meetings. This workshop is therefore designed for all those who attend regular meetings, or who chair meetings such as company directors. senior management, project leaders and supervisors.

What will the training give you?

- Consideration as to the purposes of meetings
- A review of the mechanics of meetings
- Reflection on the skills required during meetings
- An understanding on how personal communication works
- Skills to improve meetings in mechanical terms, in skill terms, and in terms of cost-effectiveness
- Lessons on how to hold on to control during meetings
- Skills on planning and preparing your meeting to achieve the desired outcomes
- Technique on how to run an exemplary meeting

- 8 hours
- Delivered in 2 sessions f2f
- Delivered in 4 sessions online

Time Management

We are all increasingly concerned about the growing demands on our time. Yet, whilst demands increase, the time during which such demands are expected remains constant. We constantly find ourselves swamped by feelings of being overwhelmed, and consequently fall victim to symptoms of stress brought about by the loss of control over the use of our time.

This course is designed to help explore the use of time and to reflect how time can be managed more effectively, and coincidentally to alleviate stress. We are all very aware on the need to manage our resources - financial and material. Time, too, is a resource and when measured against salary costs, is an expensive resource in need of careful husbandry.

This course is intended to help participants to improve their time management through guided reflection on how they are actually spending their time and the provision of very practical tips.

What will the training give you?

- Understanding and reflection on the use of their time
- Consideration on the required skill factors
- Lessons on how to prioritise tasks
- Examination of peaks and troughs in employees' work/personal calendar
- Skills on how to complete a Personal Time Management Profile

- 8 hours
- Delivered in 2 sessions f2f
- Delivered in 4 sessions online

Recruiting within the Parameters of the Law

Whilst it is commonly believed that individuals still going through the recruitment stage are excluded from the protections afforded by Maltese employment law, this is an erroneous premise to begin with. Effectively, persons still at recruitment stage are nonetheless protected in certain respects, for example from discrimination. They are free to bring about claims before the Industrial Tribunal in any case where their potential employer would have been in breach of the law vis-a-vis their rights.

What will the training give you?

- Awareness of the proper procedures to follow in recruitment stage
- Knowledge on the legal requirements throughout the recruitment process
- Skills on how to adapt intelligent recruitment practices in line with the law
- Options to outsource recruitment to reputable agencies

- 3 hours
- Delivered in 1 session f2f
- Delivered in 2 sessions online

Employment Law for non-HR

It is essential that supervisors, managers, and directors have an understanding of employment law. Getting it right – within the current legal environment – is immeasurably important for all organisations. Getting it wrong can be very damaging both in the long and short term.

As supervisors, managers and directors continue to take a more direct role in employees' issues, their need for hands-on, consistent employment law knowledge is more important than ever. Being able to recognise and solve employee relation problems can save your organisation significant time and money – and reputation. This workshop is designed in a way that it is relevant for your people and equips them with the information and skills they require.

What will the training give you?

- An all-inclusive understanding of the employment law issues applicable to your day-to-day responsibilities.
- An understanding on the various aspects of employment law – the whole cycle from recruitment to termination.
- Knowledge and understand on your legal responsibilities and that of the employer
- Techniques on how to take advantage of our interactive training approach.

- 3 hours
- Delivered in 1 session f2f
- Delivered in 2 sessions online

AI in Human Resources

AI is being used in HR to automate repetitive, low-value tasks thus increasing professionals' focus on more strategic work. AI tools automate common HR tasks such as benefit management or the handling of common questions or requests. Understanding the benefits of AI will not only keep your HR abreast with modern times and developments but will also help your HRM to be run more efficiently.

What will the training give you?

- A thorough understanding of AI
- Identification of barriers to adopt AI technologies
- Recognition of HR functions that are utilising AI more effectively
- AI vs. Privacy
- Skills on how to avoid pitfalls for businesses

- 1.5 hours
- Delivered in 1 session f2f
- Delivered in 1 session online

Handling a Subject Access Request

A Subject Access Request (SAR) is when individuals exercise their right to find out what data is being held about them and how it is being used. Individuals, be it employees, clients, service providers, or former job applicants, may also ask for a copy of the data itself.

When such requests are made, the Company (the Controller) must respond within one month of receipt of the request or else face legal proceedings and regulatory action. There are different ways and forms in which a SAR can be received in and these must be identified. A rigorous process should be followed by the Company's hierarchy to see that all the requested data is found and handed to the requestor following processes of identification and verification that the data does not impact on the privacy of third parties.

What will the training give you?

- An understanding of the rights which can be entertained under a SAR
- Knowledge on which data has to be made available
- What exemptions exist under SAR
- Skills to create a customised SAR procedure
- A checklist when responding to SAR
- Techniques on how to take advantage of our interactive training approach.

- 2 hours
- Delivered in 1 session f2f
- Delivered in 1 session online

GDPR Awareness

The most common source of data breaches are employees themselves, most of whom would not even be aware of breaches which they themselves commit, or the consequences thereof.

It is thus why the first stage in any plan to mitigate the misprocessing of data is awareness, with a special focus on employee awareness. Even if it is just the first step, the awareness stage is crucial. You can have invested in the most solid security and information management systems, or regularly test the robustness of your systems, but as we know, people are often the weakest link when it boils down to overall security and data protection. Awareness should start at the top of the company's hierarchy followed by the dissemination of information among all the employees.

What will the training give you?

- Data vs. Personal Data
- Skills on how to recognise who is after the company data
- Understanding on how the company data can be breached
- What to do to avoid breaches as much as possible
- Different approaches and responsibilities by different departments within the company
- Techniques to identify and understand the data subjects' rights
- Understanding on how outsiders can recognise that the Company fails GDPR compliance
- Techniques on how to take advantage of our interactive training approach

- 3 hours
- Delivered in 1 session f2f
- Delivered in 2 sessions online

Leadership Best Practice

Leadership development programmes have several benefits. They increase employee morale and retention, improve productivity, enhance communication, promote better decision making, build better teams, and train future leaders in your company who have a management style that is conducive to a positive working atmosphere.

The primary objective of this Leadership Best Practice intensive programme is to build the participants' management knowledge and skills to enhance their performance, i.e. to be better in LEADING the engagement, motivation, commitment and performance of their team members.

The high impact trainer-led developmental programme delivers the latest insights in management and leadership business practice. It has been specifically designed around critical leadership competencies relating to intra-personal, inter-personal, team and organisational skills.

What will the training give you?

- Identify differences between management and leadership.
- Develop new styles of situational leadership for a changing world.
- Grow and implement leadership skills at the workplace.
- Understand the tools and techniques to become inspiring leaders.
- Sharpen inter-personal and assertive communication skills.
- Influence and take a leadership role in managing change.
- Enhance emotional intelligence and team leadership.
- Enhance feedback and coaching skills.

- 15 hours
- Delivered in 5 session f2f

Delegation Skills

Delegating effectively saves time, helps you as a leader and your team develop as professionals, prepares you to manage larger teams and inspires employees and team members to perform better. Delegation is an important management skill to work on through your career.

Participants will learn how to use effective delegation as a key development tool to motivate and challenge their people apart from allowing them to focus on their management role. The programme also identifies all the considerations that need to be taken before, during and after a task has been delegated. It also highlights the use of coaching and empowerment as enablers of delegation.

What will the training give you?

- Why Delegate? What is Delegation?
- Benefits of Delegation
- The 7 Levels of Delegation
- Delegation Principles
- Steps of Successful Delegation
- Delegation through Coaching
- Empowerment in Practice

- 6 hours
- Delivered in 2 session f2f
- Delivered in 3 sessions online

Performance Appraisal Skills

Managing employee performance facilitates the effective delivery of strategic and operational goals. There is a clear and immediate correlation between performance management and improved business and organisational results. For this to happen most organisations have put in place an effective, goals and results oriented Performance Management system for evaluating staff, developing their competencies, and improving organizational performance.

This programme focuses on critical, performance appraisal interview skills to ensure the process of feedback giving and performance enhancement is achieved in a harmonious and effective manner. Participants will feel empowered to help those they manage to develop professionally. What's more, they'll feel confident at handling difficult conversations and moving forward.

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What will the training give you?

- Help Managers or Appraisers enhance their appraisal process and become confident at delivering tough, fair, and useful feedback.
- Preparation, facilitation and follow up of the appraisal interview or review meeting
- Experience a number of performance appraisal interview tools which are critical to the success of the performance management process
- Using feedback and the appraisal system to boost morale, develop their team, and encourage productivity.
- Understand the value of consistent year-round feedback and coaching skills to enhance employee development.

- 6 hours
- Delivered in 2 session f2f
- Delivered in 3 sessions online

Emotional intelligence

Emotional intelligence is a skill. And like any other skill, you can get better at it with training and practice. It allows you to manage your emotions; read the style of individuals and adjust your communications accordingly. This programme is useful for anyone who leads or works with other people, no matter what size the organisation.

The programme will focus on the four core competencies of emotional intelligence: self-management, self-awareness, self-regulation, and self-motivation. Participants will learn to develop and implement these competencies to enhance their relationships in work and life by increasing their understanding of social and emotional behaviours and learning how to adapt and manage their responses to particular situations.

What will the training give you?

- Define Emotional Intelligence (EQ).
- Learn the four core skills required to practice emotional intelligence.
- Successfully communicate with others both verbally and non-verbally.
- Relate emotional intelligence to the workplace.
- Master tools to regulate and gain control of one's own emotions.
- Articulate your emotions using the right language.
- Build team resonance through EQ.

- 3 hours
- Delivered in 1 session f2f
- Delivered in 2 sessions online

Flexible Working

In today's world, flexible working (or better known as flexi-working) is becoming commonplace in many up and coming companies who are also made up of a younger workforce. This category of workers (as well as other categories) tends to aim to reach a greater work-life balance, bringing employers in a competitive economy to a dilemma. Therefore, various organisations are implementing flexi-work policies wherein they allow employees to regulate their working time themselves, to differing extents. For example, some organisations simply offer employees a wide time window within which they may arrive to work, whilst others may go so far as to allow employees to regulate all their working hours in any way they wish, if they can afford to do so depending on the nature of the business.

The manner in which employers implement flexi-work policies is solely dependent on the industry of the organisation and the level of trust that exists between the employer and employees.. Around the world, these policies have been reaping various benefits for employers and are therefore essential to take into consideration. However, it is essential to know how to deal with such policies and how to tackle employees' expectations and what the company expects from employees.

What will the training give you?

- An introduction to the notion of flexi-work and the potential benefits which it may provide employers with
- Manners in which flexi-work may be adopted to suit different industries
- The potential situations to which you can limit the possibility of flexi-work according to your organisations' needs and exigencies
- Skills on how to effectively manage flexi-work requests
- Limitations of employer regulation of employees working flexibly
- The relationship between flexi-work and telework
- Techniques on how to handle grievances on the matter

- 3 hours
- Delivered in 1 session f2f
- Delivered in 2 sessions online

Training Programmes for Employees

Basic Life Support

When health emergencies occur lives are sometimes lost due to the inability of bystanders to respond or to respond in a correct manner. In such circumstances, this lack of knowledge instils a certain fear in the bystanders who know that meddling without possessing the necessary skills could lead to further harm.

The recently promulgated Good Samaritan Act (ACT No. XXIX of 2020), has addressed the problem of bystanders choosing not to give first assistance for fear of making themselves liable under criminal and civil law where their intervention actually worsens the condition of the victim or causes material damage to the victim's property or belongings. This Act therefore encourages intervention by bystanders to assist the victims in an emergency and therefore gives more importance to learning BSL skills.

The acquisition of Basic Life Support Knowledge also creates more awareness about leading a healthier life and therefore the benefits of grasping life saving skills personally benefit the individual's life habits and many times spill out to those around the individual.

What will the training give you?

- Ability to recognise victims of a health emergency at stage early enough to provide time for life saving procedures.
- Recognise early signs of cardiac arrest, choking and other symptoms, while learning how to provide the right immediate help appropriately
- Skills relating to performing CPR
- Methods to respond to choking and airway obstruction
- Use of Automated Defibrillator
- Other fist aid skills

- 5 hours
- Delivered in 2 session f2f with a limited number of attendees per session.

Selling Skills

Selling is a wonderful profession when approached helpfully, constructively and ethically. Modern selling is about business, communications, behaviour, personality, psychology, self-awareness, attitude and belief. But how many sales opportunities are lost through poor technique? Too much giving of information and overloading the sales pitch, failing to identify the client need and want, or failing to identify and articulate the benefits of the product or service to the client, merely talk about the features.

The best salespeople ask the right questions and then listen very carefully to what their customers say they want, and then sell them on what their product or service will do for them. Not what it is, how it does it or what it is made of, but what it will do for that customer to satisfy their identified needs.

The Selling Skills training programme will aim to transform course delegates into enablers and facilitators of positive outcomes enhancing engagement to achieve business success.

What will the training give you?

- Attain sales objectives in an assertive, customer-needs based approach.
- Collaborative selling: Linking Sales, Service and Quality
- Identify the Profile of an Effective Salesperson - Skills & Competencies
- Understand the 7 Main Stages of a Sales Pipeline
- The 'Pull' Approach of Selling
- The Buying Process and Buyer Behaviour
- Sales Technique: 'Features; Benefits; You Appeal'
- Customer Focused Selling Techniques: The Process & Tools
- Closing the Sale; Cross Selling and Add on Selling

- 6 hours
- Delivered in 2 session f2f
- Delivered in 3 sessions online

Quality Customer Service

This course is ideal for to ensure professionalism in customer service and customer care. Aimed at customer facing or customer support roles it is aligned to the most frequent methods of communication used to connect with your customers e.g., face to face, telephone, email. It is critically important to deliver a top-level professional service to customers. Even when a customer's needs cannot be met, it is crucial that their expectations be managed.

Participants will also learn how to set positive experiences for customers which are proven to increase customer retention. Effective customer care will lead to greater customer retention and employee satisfaction. And it increases the organisation's bottom line.

What will the training give you?

- Learn the key principles of customer service.
- Identify customer needs and provide the best available service
- Implement appropriate strategies for meeting changing customer needs
- Turn difficult customers/situations into opportunities for the organisation
- Professionally communicating with difficult customers
- Identify the hot spots that cause customer frustration
- Build rapport and empathy enhancing relationship management.
- Understand the benefits of implementing a quality service approach

- 6 hours
- Delivered in 2 session f2f
- Delivered in 3 sessions online

Team Synergy

Blending learning with team motivation in an informal, energizing environment! Even the strongest teams can benefit from team building. Corporate groups and teams can build effective relationships while finding solutions to office conflicts, as well as set goals to drive the company to new levels of success. Deciding to organise a team-building activity will tell your team you care about their success!

During team building activities, your employees will grow and learn new skills they can bring back to the company. People will be more motivated when they can take pride in their performance. Once a stronger trust is built amongst teammates, everyone will enjoy coming to work more each day. During the team event, members understand the objectives they face when commencing the various interactive activities, goals are set and roles are assigned, teams can then work together to achieve great results.

When team members trust each other and learn to communicate more effectively, they can easily share ideas and collaborate. Team building helps those who might not typically be engaged to interact with each other. It teaches people to work together, thus increasing productivity. This has become more critical than ever in this growing, fast-paced, high-tech age of electronic social interaction. And it also serves as a de-stressor.

The one-day Team Synergy programme is designed to combine fun with a higher level of problem-solving, innovation, and strategic planning in a synergistic manner. Remember, having fun doesn't have to strip away all the importance of work. Successful team building allow employees to learn about each other and grow mutual respect enabling more efficient work and satisfaction.

What will the training give you?

- Key tools and techniques to achieve success through self-motivation and goal setting.
- Focus on a 'One Team' approach enabling better communication between members from same or different departments/sections of the organisation.
- Enhance team motivation and team-working skills - in an energizing manner.
- Strengthen existing relationships and cohesiveness
- Develop team rapport through problem solving and creativity skills.
- Identify actions required to build team working capabilities and competencies.
- Participate in experiential activities leading to individual, team and organisational learning in an informal environment.

- 6 hours
- Delivered in 1 day programme f2f in an external environment using meeting room and outdoor area

Equality & Diversity

The face of local workforces has changed significantly over the past decades. Individuals from all walks of life create a significantly diverse environment where persons from different countries, cultures and backgrounds meet. As can often happen in such situations, tensions may sometimes flare up when common grounds are not found.

That is why it is essential for employees to be trained on how they can accept persons who possesses certain characteristics which they are not used to, or to which they are hostile. Acceptance must be the order of the day and these sessions can effectively train employees on how to learn to respect their differences at the place of work, and furthermore appreciate each person's individual characteristics and value them for who they are.

What will the training give you?

- Awareness of the different kinds of individuals with whom employees may be working
- Skills on how to avoid discriminatory treatment and harness respect for others
- Knowledge on how to recognise discriminatory treatment and the proper reporting lines in such situations
- Potential consequences of being found guilty of discrimination

- 3 hours
- Delivered in 1 session f2f
- Delivered in 2 sessions online

GDPR Awareness

The most common source of data breaches are employees themselves, most of whom would not even be aware of breaches which they themselves commit, or the consequences thereof.

It is thus why the first stage in any plan to mitigate the misprocessing of data is awareness, with a special focus on employee awareness. Even if it is just the first step, the awareness stage is crucial. You may have invested in the most solid security and information management systems, or regularly test the robustness of your systems, but as we know, people are often the weakest link when it boils down to overall security and data protection. Awareness should start at the top of the company's hierarchy followed by the dissemination of information among all the employees.

What will the training give you?

- Data vs. Personal Data
- What is the GDPR?
- Identification on common breaches caused by employees
- Skills on how to identify lawful vs unlawful data processing
- An understanding on phishing and identification of phishing emails
- Technique on how to identify which websites can be trusted to share personal data with

- 1.5 hours
- Delivered in 1 session f2f
- Delivered in 1 session online

Using Social Media Responsibly

The age of social media has seen a choice of various apps on which persons are constantly hooked - either for social or professional purposes - in an effort to keep up with their contacts. With the ease of access of such social media applications on one's personal mobile devices, it is no surprise that employees can often find themselves using such media in a way that runs against the employer's wishes.

This session will guide employees on the best practices to follow when using social media and how to ensure that they use such media responsibly without causing any harm or damage to their employer. They will be guided on the employer's specific limitations of social media during working hours (if any) and other specific guidance which the employer may issue in this regard.

What will the training give you?

- Knowledge on safe practices in social media use
- Limitations to the use of social media at the workplace
- Skills on how to detach oneself from one's role as an employee when making public social media statements
- Guidance on what your employer expects of you or limits regarding the use of social media

- 3 hours
- Delivered in 1 session f2f
- Delivered in 2 sessions online

The Employee Handbook

Employee handbooks generally consist of detailed collections of policies, procedures and guidelines which provide employees with the basic rules and regulations with which they are expected to comply during their employment. The extent and strictness of such handbooks varies between organisations and the industries within which they operate, and so it is essential that employees are fully aware of the content thereof.

Whilst handbooks should aim to be as employee friendly as possible in terms of linguistic style, certain concepts contained within them may still often be difficult to comprehend by the layman. Therefore this session will not only provide employers with a review of the content of their employee handbook, but will also serve to help employees better understand the content thereof by being talked through it slowly and allowing them to ask any questions on queries which they may have.

What will the training give you?

- A thorough review of your handbook, policies and procedures
- Feedback on how to improve the above
- An overview of the content of the specific handbook
- Explanations on employee benefits, both at law and at the employer's discretion, if any
- Guidance on how to properly follow certain rules which employees may not be used to
- Insight into any industry-specific policies or procedures to which general knowledge cannot be regularly adduced

- 3 hours
- Delivered in 1 session f2f
- Delivered in 2 sessions online

Working with data

Most employees regularly process personal data on the company's behalf, but few are aware about the risks when the data is not diligently processed. For example, emails have become common practice and an efficient communication tool, yet they are the most common source of data breaches.

Informed employees make better use of the company's IT infrastructure and expose it to fewer risks. Having an IT-secure policy in place is not enough if the content thereof is not explicitly spelled out to employees. This training will help the employee identify risks when using the IT infrastructure without caution. During this training, employees will be exposed to the threats that come around when email accounts are not used diligently and without caution. Employees are thus made aware of the dos and don'ts when using the company's email account. When to give out the email address and when not to.

What will the training give you?

- Employee exposure to IT security and good email use policies
- Skills on limitation of exposure to breaches caused through email communication
- Understanding of the dos and don'ts when using IT infrastructure
- Tools on implementation of limited or zero employee personal use of company infrastructure policies
- Technique on how to identify risks when accessing the company's data from outside the office
- How to satisfactorily handle portable devices

- 1.5 hours
- Delivered in 1 session f2f
- Delivered in 1 session online

Cybersecurity

This 60-minute training session is targeted for employees who use information technology as a tool but are not themselves involved in the IT infrastructure setup. Cyber security, also referred to as information technology security, refers to the body of technologies, processes, and practices designed to protect networks, devices, programs, and data from attack, damage, or unauthorized access. During this training session employees are made aware of the vulnerabilities of our daily connectivity tools and that given enough time and resources any system can be breached. The information we give away during the time we are connected, and not, can be leveraged to bring a cyber actor closer to his goal.

Despite, following company procedures, attending awareness training and having a good understanding of IT use employees might still not be aware enough of the risks posed through the information being given out by systems which are left on when not being used. During this session employees will go through a mock hack of every day use devices.

What will the training give you?

- Employees will be exposed to the type of reconnaissance that a threat actor perform.
- Understand what information can be gained, by the threat actor, by simply monitoring your or their wireless device transmissions
- Learn what can be exploited by using their public profiles on social media
- Recognise how the information given by them and their devices can be useful and how can it be used.
- Grasp the concept to keep the attack surface as small as possible in order not to disclose anything that can be leveraged.

- 1 hour
- Delivered in 1 session f2f
- Delivered in 1 session online

Basic Accounting and Record-Keeping

Recordkeeping is the process of recording transactions and events in an accounting system. Since the principles of accounting rely on accurate and thorough records, record keeping is the foundation accounting. During this training employees will understand the accounting fundamentals and will be guided through the accounting process. Participants will explore the layout of the balance sheet, income statement, and cash flow statement. The trainer will demonstrate how to prepare financial statements from scratch. This training is an essential building block required for performing financial modelling and other types of financial analysis.

This training is designed for anyone who wants to review the fundamentals and building blocks of the accounting process. It is also be useful for professionals who work in finance and want to review the concepts required for financial modelling and valuation.

What will the training give you?

- Exposure to the format of the income statement and balance sheet
- Understand the various financial statement terms such as accounts receivable, prepayments, etc.
- Learn how to record financial statement transactions
- Prepare a simple income statement and balance sheet
- Outline the format of the cash flow statement
- Recognise the difference between profit and cash
- Prepare a simple cash flow statement using the balance sheet and income statement

- 3 hours
- Delivered in 1 session f2f
- Delivered in 2 sessions online

Staying Healthy at the Place of Work

According to Maslow's hierarchy of needs, which needs are depicted in successive hierarchical levels within the shape of a pyramid, the foundation leading to motivated individuals relies on the satisfaction of physiological needs, such as food and drink followed by safety needs such as health.

This 60-minute awareness session will inform employees on how they can still eat healthily and keep physically active at the workplace. Employees will be made aware of the different food snacks they can easily prepare on a daily basis to eat at the place of work, which keeps them going and motivated rather than leaving them drained and devoid of the necessary energy to provide the employer with satisfactory output.

What will the training give you?

- Understanding on the necessity of food and drink
- The importance of eating a healthy breakfast
- Knowledge on how to increase metabolism through snacks
- Guidance on the preparation of healthy lunches for work
- How to go about physical activity at the place of work
- Skills on how to grasp tips for a better work-life experience
- How to read and understand food labels

- 1 hour
- Delivered in 1 session f2f
- Delivered in 1 session online

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