

# March

# 2022

Course Name	Course Description	Target Audience	Days	Date
Financing Small and Medium Enterprises – SME's	In this course, participants get introduced to the role of small and medium enterprises in economic development and bank financing for these enterprises. They will also get trained on how to recognize the risks associated with lending such enterprises, assess and mitigate them	This course is directed to all staff working in retail banking or officials responsible for dealing with loans of small and medium enterprises, in banks or institutions.	5	06-03-2022
Compliance Functions	<ul style="list-style-type: none"><li>• Basic concepts of compliance functions</li><li>• Bank's compliance policy</li></ul>	All Employees	1	13-03-2022
Professional Business Etiquette Skills	<ul style="list-style-type: none"><li>• Enhance employees image and reputation through presenting themselves properly.</li><li>• Build confidence to get the needed results.</li><li>• Build Professional, stronger and longer lasting business relationships.</li><li>• Being Comfortable around others and making others comfortable around them.</li><li>• Knowledge of the etiquette in areas such as Business meetings and greetings, dining, gift giving, exchanging business cards.</li></ul>	All Levels	2	13-03-2022
The Art of Improving People Behavior	<ul style="list-style-type: none"><li>• Have a better understanding of your own management style</li><li>• Learn how to identify the different people behavioral styles</li><li>• Practice how to adapt and influence people behavior</li></ul>	All Managers who are responsible to achieve results through people	2	20-03-2022
Strategic Planning for SME Banking	This course will explain the compelling importance for entering (or further developing) SME banking for banks ; teach the key techniques and success factors (at international best practices) which are needed to make profits in SME banking; and map out an implementation plan, including change management techniques, for moving forward on SME banking.	Bankers working in SME, retail, corporate and credit departments who have, or will have, SME Responsibilities	3	20-03-2022
SME Portfolio Management & Monitoring	Proper monitoring systems as well as efficient loan work-out schemes are an important element of effective SME Finance for financial institutions. Key approaches will be laid out and effective instruments will be presented.	SME Banking departments	3	27-03-2022
Effective Communication Skills	<ul style="list-style-type: none"><li>• A better understanding of the individuals' role in communication</li><li>• Identify your own improvement opportunities</li><li>• Learn how to communicate more effectively</li></ul>	All employees responsible for dealing mainly with people	2	27-03-2022