

The cover page features a background image of four business professionals in an office setting. A man on the left is on a phone call, while a woman in the center and two men on the right are looking at laptops. The image is framed by large, abstract geometric shapes in orange, teal, and grey. A red horizontal bar is positioned above the main title, and another red bar is below the word 'SERVICES'.

# CORPORATE

SERVICES



Prepared by  
**KNOW HOW**

# ABOUT US

We believe in you. We believe everyone has potential. But sometimes it's about finding ways to unleash all that you can to grow on both personal and professional level. With an underlying passion and commitment to the UAE and founded by UAE nationals, we at Know How, identify the need for a locally based training and Human Resources consultancy, that operates at international standards to make positive impact and change happen.

Know How is the only consultancy in the region that have conducted ongoing research on Emirati personality types based on the assessment of 7,000 UAE nationals, to better understand what motivates and attracts them. With over 20 years of experience in the region, we have worked with almost every Abu Dhabi Government entity to enhance their level of excellence.



## INFORMATION TECHNOLOGY



### DATA MANAGEMENT & CYBER SECURITY

In collaboration with Praxis, who works at the confluence of technology and management and is pioneer in the formal teaching of analytics and data science.

We are pleased to offer the below services:

- Customized Training Programs in Data Science
- Cybersecurity and Digital Business Management
- Advisory & Consulting Services in Cyber Security



### TCS-ION DIGITAL PLATFORM

TCS-ION Digital Learning is a collaborative platform that helps improve learning outcomes by completing the experience through access to plans, assessments, assignments, and evaluations.



### COGNITIVE TRAINING

**Play Attention** is a high-tech, clinically proven, brain exercise tool. It combines tested teaching methods and proven technology to improve attention skills, increase time-on-task, improve memory, and other cognitive skills.

## ASSESSMENTS



### PSYCHOMETRIC ASSESSMENTS

Psychometric tests are transforming how recruitment is being conducted throughout organisations by measuring their personalities and abilities. They can develop a much clearer picture of the candidate, as well as a stronger gauge of their suitability for a specific role or position.



### MYERS-BRIGGS TYPE INDICATOR ASSESSMENT (MBTI)

MBTI is a self-report questionnaire indicating different psychological preferences on how people perceive the world and make decisions.

It will benefit the individual with a greater understanding of team members, clients and contacts outside the immediate work team.



### MENTAL TOUGHNESS LEADERSHIP ASSESSMENT 48 (MTQ48)

The MTQ48 assessment is a high-quality psychometric questionnaire that measures Mental Toughness which describes the mindset that every person adopts in everything they do. It is closely related to qualities such as character, resilience, grit, etc.



## SELF DEVELOPMENT



### SELF IMPROVEMENT

This course will help participants to explore self-development and its applications, understand the qualities for success, importance of self-confidence and to clarify their own personal values.



### CONFIDENCE BUILDING AND ASSERTIVENESS

This course will help the participants to assess, build and strengthen their self-confidence and make use of effective techniques for behaving more assertively when dealing with others during difficult situations.



### STRESS MANAGEMENT

This course will give participants a three-option method for addressing any stressful situation, as well as a toolbox of personal skills, including routines, relaxation techniques, and a stress log system. They will also understand what lifestyle elements they can change to reduce stress.



### KNOW HIM TO WIN HIM

This course will help the participants to know the personality of their customers, what motivates them and their buying style. As a result, businesses get to define their audience and engage with them on a higher level.

## SELF DEVELOPMENT



### WELLBEING AWARENESS SESSIONS

We are running regular webinars sessions to remain committed to our ambition. Some of the Topics are the following:

"It's Okay not to be Okay"; "Physical Mental wellbeing during pandemic", "Coping with Covid-19 mentally", "Balancing work & life efficiently", "Purpose in life"...

## CORPORATE TRAININGS



## MANAGING MEETINGS

This course will help the participants in planning and implementing a successful meeting. They will learn planning techniques that will give them the confidence to run a meeting that will engage the attendees and leave a positive and lasting impression.



## FIRST IMPRESSION

This course will help the participants when dealing with different types of people and improving relations with co-workers and clients. They will understand what is an excellent customer care, importance of etiquette and the right method in handling difficult situations.



## ADMINISTRATION & MANAGEMENT SKILLS

This course will help participants to have an effective administrative control over the office.

This course mainly targets the below:

- Personal Assistant
- Secretary
- Office Administrator
- Clerk Typist



# COMMUNICATING AND INFLUENCING COURSE

This course will help participants understand the nature and importance of the communication process in the workplace. They will understand the advantages and disadvantages of communication methods and how it influence others.



## CORPORATE TRAININGS



### DEVELOPING TEAM WORK

This course will help participants to understand the basics of working together as a team, define characteristics & qualities of effective teams, explain the importance of team roles and demonstrate effective communication & interpersonal skills.



### TEAM BUILDING

This course will help participants to build better relationships among team members by identifying weaknesses and developing effective team working elements.



### COMMUNICATION STRATEGY

This course will help participants to improve their communication skills and performance in order to run things smoothly and to have alignment with the higher management staff.



### PROBLEM SOLVING & DECISION MAKING

This course will help participants understand the basics of Problem Solving and Decision Making, recognize problems in work environment, apply the principles of systematic thinking and having the right approach when dealing with problems.

## CORPORATE TRAININGS



### TRAIN THE TRAINER

This course will help participants to develop, organize, and deliver effective training by understanding its fundamentals.



### PRESENTATION SKILLS

This course will help participants to discover the process of crafting presentations around essential objectives, present key concepts and ideas, design and present effective visuals, and employ techniques for polishing presentation delivery.



### PLANNING AND ORGANIZING

This course will help participants understand the key principles of time management to increase their work productivity and create a work life balance. They will also understand the barriers of time management and how to overcome them.



### CORPORATE COACHING

Corporate Coaching is a dynamic, highly motivating and collaborative process focused on the development of individuals. It will help the participants to reach their personal and organizational goals and objectives.

## CERTIFIED COURSES



### **LEVEL 3 AWARD AND CERTIFICATE IN LEADERSHIP AND MANAGEMENT**

This certification provides a first step to improve and benchmark management skills.



### **ILM LEVEL 3 AWARD IN SERVICE IMPROVEMENT**

This certification provides the essential skills and techniques to improve service delivery in a wide range of organizations.



### **FAST TRACK ILM LEVEL 5 AWARD**

This certification is specifically designed to initiate change and improve the service you provide. It equips participants with a range of management tools and techniques that can be applied effectively in the workplace.



### **ILM LEVEL 5 CERTIFICATE IN SERVICE IMPROVEMENT**

This certification provides an advanced and comprehensive range of skills and techniques to deliver quantifiable service improvement in a wide range of organizations.



## CERTIFIED COURSES



### **ILM LEVEL 5 LEADERSHIP AND MANAGEMENT QUALIFICATIONS**

This certification equips participants with a range of management tools and techniques that can be applied effectively in the workplace.



### **ILM LEVEL 7 CERTIFICATE IN LEADERSHIP AND MANAGEMENT**

This certification is designed for senior managers and leaders seeking to develop themselves by investing in their own brand.



### **ILM ENDORSED COMMISSIONING AND PROCUREMENT CERTIFICATE**

This certification covers all aspects of commissioning and procurement in all public sector environments. Customized versions are available for Health & Local Government.

## BRANDING



### SELF BRANDING

This course will help the participants dress the part while staying true to themselves and offer key advice on how to transform their current image to one that is more professional and truer to their identity in small and easy steps.



### CORPORATE BRANDING

Digital Marketing is highly in demand becoming an essential ingredient for success for businesses around the world. Our team of experts is here to help participants understand the best opportunities available in different sectors.

## LEGAL TRAININGS



### LEGAL TRAININGS

Our experienced team of lawyers and legal consultants are routinely assisting clients with diverse corporate transactional matters, including:

- Contracts Drafting - Basic Principles and Key Clauses
- Contract Management

## MEDICAL CONSULTANCY



### HEALTHCARE MANAGEMENT HR CONSULTANCY

Our broad experience and expertise enables us to execute HR consulting projects for healthcare projects in all the below areas:

- HR Policies & Procedures / Employee Handbook
- Job Description, Job Evaluation and Grading
- Compensation and Benefits Framework
- Organizational Structures- Design and Implementation
- Healthcare recruitment and assessment



### MEDICAL EQUIPMENT PLANNING AND SUPPLYING

Our planning process includes seeking the best possible equipment option for a new healthcare facility based on the functional program of the health facility, required clinical services and recognizing the client's needs and financial conditions.



### TRAINING COURSES FOR NON- MEDICAL PROFESSIONALS

This course will help participants understand the principles of customer care; interpersonal skills, telephone skills and video communication techniques.



### TRAINING COURSES FOR MEDICAL PROFESSIONALS

This course will help participants improve their knowledge on healthcare facilities, increase staff competencies and capabilities regarding health regulatory requirements, patient safety and quality.

## MEDICAL CONSULTANCY



### HEALTHCARE LICENSING & PRO SERVICES

Our team of experienced document processing specialists can help by applying for any of the following Health care licenses;

- DHA license
- HAAD license
- MOH license

We also provide health facilities and staff registration with various governmental organization.



### SECRET SHOPPER

The secret shopper experience provides the organization accurate informative reports based on the services they are offering so they can improve their customer service and sales efficiency.



### QUALITY & ACCREDITATION PREPARATION PROGRAMS

This course will guide the participants through the process from start to finish by helping them identify, plan, and implement important steps necessary for successful accreditation.

### FEASIBILITY STUDY

### FEASIBILITY STUDY

To provide the best services for healthcare investors and enable sustainable projects, we advise our clients to conduct a detailed Feasibility Analysis if the project value is more than one million dollars. Feasibility Analysis examines the details of the plan throughout the facility's construction and subsequent daily operation.