

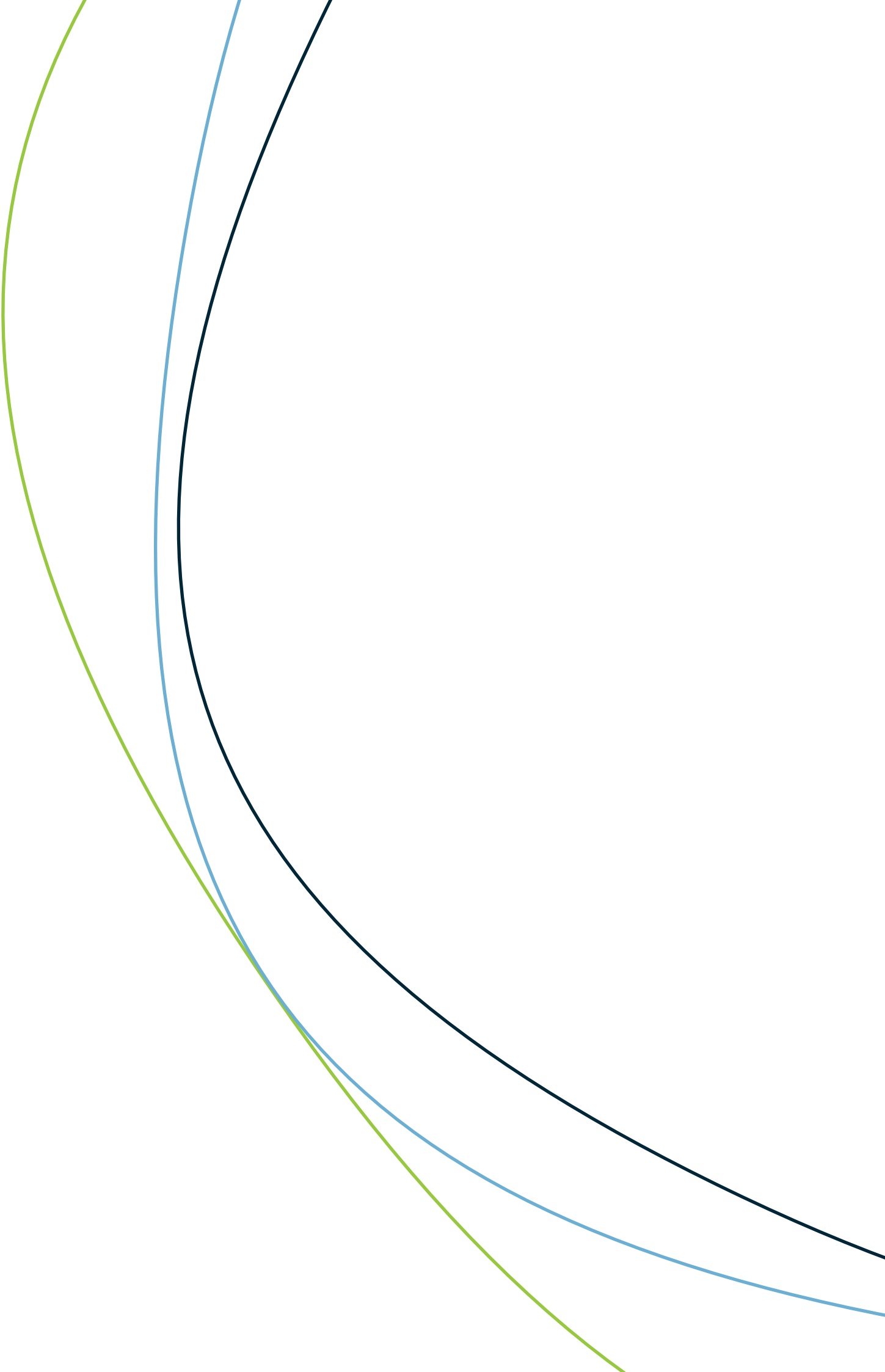
Unlocking talent.
Driving results.



Business Skills **Training** Courses



Technical Training
Services





Vision

A world where people are driving organisational results, success and growth because of the solutions we provide.



Mission

Through our dynamic, quality solutions covering the talent life-cycle, backed by our service promise, we unlock the potential of people and organisations to drive results and achieve excellence aligned with global best practice learning needs analysis (LNA).



Our Values

All parts of our service planning, delivery and follow-up are deeply embedded in our values:

- First the customer: listen, commit, deliver
- Outstanding quality: 100%, every time
- Care for our work, each other and the wider world
- Unending integrity: in all we do, think and say
- Success that matters: solutions, not products





About us

Focus

Focus Training Centre LLC and Focus Management Consultancy are leading providers of training, assessment, recruitment and consulting. Based in Abu Dhabi since 2001, we provide high-quality training courses and HRD Consultancy in Abu Dhabi, across the UAE, the Middle East and Asia.

Our HRD Consultancy focuses on development integrated talent solutions across the talent life-cycle. Our services are at three levels (strategic, enablement and delivery) and can be directed at planning, recruitment and selection, engagement, performance management or talent management and development.

Our training solutions are always designed around client needs, aligned to their strategy, and include case studies specific to the company or industry. Clients love our best-fit solutions for leadership, Emiratisation, graduate development, soft and business skills training and our many assessment options.

Partnering with Osborne Training Services means we can now offer you the complete package of business and technical skills training.





Osborne Training Services

Osborne Engineering Limited have been facilitating successful training programmes for over fifteen years and are fully committed to delivering quality training, using highly qualified and experienced trainers. Our dedicated training division, Osborne Training Services (OTS) is able to draw from a wide range of instructional expertise to supply high quality theoretical and practical training.

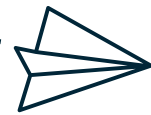
We believe that in order for organisations to evolve successfully the continued development of their staff is essential. In this ever-changing environment it is the ability of the individuals within the organisations to learn and develop their skills that will determine their ongoing success. For the learning to be as effective as possible it must meet with the business objectives of the individual organisation.

All OTS courses can be modified to suit individual customer requirements. OTS can offer a complete training service firstly communicating with the customer to establish their needs and then develop and deliver the course in partnership with customer requirements. We believe in a continuous improvement process for all of our courses.

Students can evaluate their course on completion and offer us feedback in all areas. We use this information to ensure that our standards of instruction, equipment and presentation are always ahead of the competition. All our courses are backed up with high quality training manuals and materials.

Training Needs Analysis

As part of our process an essential requirement is understanding the training needs of each participant. We design specific questionnaires that identify the areas of weakness within a workforce that needs reinforcement by a targeted training programme.



Course List Business Skills

Management and Leadership

Leadership Programme
Leading with Emotional Intelligence
Middle Managers Programme (MMP)
Supervisory and Management Skills
Team Leader Development

Customer Service

Customer Excellence
Dealing with Difficult Customers
Telephone Etiquette

Communication Skills

Body Language
Building Better working Relationship
Business Ethics
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-based Interviewing Skills
Assessment Centres
Development Centres
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

Active Listening
7 Habits of Highly Effective People
Analytical Skills
Anger Management
Asertiveness
Balanced Scorecard
Business Acumen
Change Management
Coaching for Performance
Conflict Management
Contract and Vendor Management
Contract Negotiations
Creating Your Inner Happiness
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
Personality Profiling
Planning and Organising
Problem solving and Decision Making
Sales and Account Management
Setting SMART Goals
Speed Reading
Strategic Planning
Stress Management
Team Skills
The Power of Positive Thinking
Time Management
Train the trainer
Visual Thinking

Administration

Administrative Management
Leading Effective Meetings
Note-taking and Minutes of Meeting
Office Management
Office Procedures
Receptionist Programme

Project Management

Project Management (advanced)
Project Management Essentials

Certified Courses

Certified Medic First Aid®
BasicPlus CPR, AED & First Aid for Adults Courses
ILM Developed-various
ILM Endorsed-various

Writing

Business Writing
Email Etiquette
Report Writing
Technical Report Writing
Writing Policies and Procedures

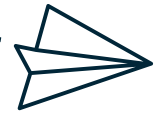
CAMS

Assessor Training
Implementing CAMS
Verifier Training

Language Skills

English Language Training





Technical Training

Power Generation Courses

Boiler and Steam Generation Systems
Boiler Water Analysis
Combined Cycle Gas Turbine Performance
Diesel Generator
Gas Turbine Maintenance Management
Gas Turbine Mechanical Maintenance
Gas Turbine Operations Management
Gas Turbine Operations with MKV Speedtronic
Gas Turbine Operations with MKVI Speedtronic
Gas Turbine Technology
Generator Control and Protection
Introduction to Gas Turbines
MKV Speedtronic Control System Maintenance
MKVI Speedtronic Control System Maintenance

Instrumentation & Control Courses

Distributed Control Systems
Industrial Instrumentation Control (PLC)
Industrial Process Instrumentation
Instrumentation for Operators
Smart Transmitters and Single Loop Control
Types of Control

Management

Maintenance Planning & Scheduling
Root Cause Failure Analysis
Troubleshooting In Oil Refineries

Electrical Courses

Advance High Voltage Electrical Protection
Advanced HV Electrical Protection
Advanced LV Electrical Troubleshooting for Technicians
Basis Electricity
Earth and Bonding
Electrical Energy Essentials
Electrical Equipment, Troubleshooting & Maintenance
Electrical Measuring Equipment
Electrical Motor Starter
Electrical Motors
Electrical Troubleshooting
Electrical Wiring Diagrams
Fault Finding on Electrical Power Systems
Generator & Excitation Systems
LV, MV, HV
NESC
OHS&A Safety Regulation
Power System Protection and Analysis
Protection of Electrical Power Systems
Transformers (Maintenance & Protection)
UPS & Battery Chargers
UPS System & Power Conditioners



Accredited Health & Safety Training Courses

IOSH Managing Environmental Responsibilities
IOSH Managing Safely
IOSH Safety for Senior Executives
IOSH Working Safely
NEBOSH International General Certificate in Occupational Health and Safety
NEBOSH International Technical Certificate in Oil and Gas Operational Safety
NEBOSH National Certificate in Construction Health and Safety
NEBOSH National Certificate in Fire Safety and Risk Management
NEBOSH National Diploma in Occupational Health and Safety
NEBOSH National General Certificate in Occupational Health and Safety

Mechanical Courses

Advanced Design, Operation & Mechanical Aspects of
Advanced Reliability Centred Maintenance
Bearings and Bearing Failure Analysis
Centrifugal & Reciprocating Compressors
Centrifugal Gas Compressors
Compressors
Condition Monitoring & Vibration Control of Machines & Plant
Design, Construction, Control & Operation of Reciprocating
Machinery Failure Analysis
Mechanical Seals Maintenance
Pump Operations and Maintenance
Reverse and Laser Alignment
Risk Based Inspection Techniques
Valves
Vibration Analysis & Predictive Maintenance
Vibration Measurement and Analysis





Focus - Specialties

Emiratization Focus, graduate & nationalisation development

We are strongly committed to the UAE vision and agenda for developing UAE Nationals. We are firmly committed to Abu Dhabi's 2030 Vision and fully support the UAE Emiratization Programme.

Focus helps individuals undertake professional development to empower them with the skills and confidence to make a positive contribution to their country. Focus is proud to be part of the solution to achieving the 2030 Vision through its work with Emirati Nationals.

Nationalisation initiatives build the long-term prosperity of the country relying on well-educated, highly-trained graduates. Graduates (who are often Millennials) have clear expectations about the development and career opportunities open to them when they join an organisation.

Relevant research on graduates suggests:



Learning and development offered by companies is a key differentiator for graduates seeking jobs



Graduates expect a mix of soft skills training courses that include influencing, negotiating, building personal brand, analysing, managing people, relationship building, conflict resolution, business etiquette and project management



Graduates will expect engaging and meaningful work, access to influencers and organised development scaffolding and ladders.



Companies will be expected to have clear career pathways and access to accelerated advancement.



Graduate investment pays off!

A comprehensive graduate development approach is recommended, rather than simply providing training courses for graduates. Research suggests training courses can increase productivity up to 22%, but together with structured coaching that increases that to 88%.

A programme spread across the first six months to one year better builds competence, meets graduate expectations and maximises the return on investment.



OTS - Specialties

Osborne Training Services offers its own dedicated training facility located in Jebel Ali Free Zone, Dubai. It comprises of state of the art instruction and simulator rooms together with the factory floor for practical training.

Our training centre is ideal for our combination of theoretical and practical training as it is located close to the Osborne Engineering LLC bearing repair workshop.

The Dubai Training Centre offers the following facilities:



Fully Equipped PC Training Room supporting both PLC and Gas Turbine Operations training courses



Lecture Suite



Lounge facilities for trainees to relax between lectures



Instrumentation lab with modern calibration equipment and Allen Bradley PLC training units



Awarding Bodies

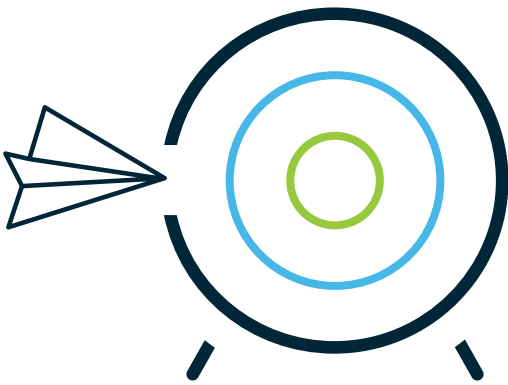
Certified professional development

Focus and OTS offer practical, certified, professional development courses with its institute partners, for example the Institute of Leadership & Management in the UK:



We are approved by the Abu Dhabi Centre for Technical and Vocational Education and Training (ACTVET) and ISO 9001:2015 certified.





We care about your
end results



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QR Code



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