

# CEBE Albania

Management Consulting | Professional Development

**TRAINING AND CERTIFICATION SERVICES**



*What will be your **competitive** advantage?*

[www.cele-al.org](http://www.cele-al.org)

Tirana • Pristina • Skopje • Podgorica

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## Catalogue of Trainings

2014-2015

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We are certain that people are the most important competitive factor of entrepreneurial success. CEBEA Training helps professionals build competitive advantages for themselves and for the companies they work. By combining common sense with innovation, we deliver practical training that is tried and true. Our business management capabilities help individuals and companies build *centers of excellence*, not just a workforce.

We aim to partner with each client to understand their strategic goals, as well as their requirements for talent and professionalism. Only when this partnership is successful do we intervene with our services and competence.

## TRAINING DELIVERY METHODS

1. Our most notorious training method is offsite, in our training facility, from 17.30-20.30 every business day, or on weekends as required by the client.
2. Training groups can be mixed, or closed exclusively for a specific company.
3. ONSITE trainings are customized to the requirements of specific companies, and are reflected in tailored modules, delivery methods, and logistic arrangements.
4. Virtual and eLearning delivery is available for long-distance training.
5. Video trainings are also available as a lower cost option for the workforce, to be broadcasted on demand.
6. Other methods available on demand, per specific circumstances.

**Participants in our training sessions receive an official certificate of attendance and accomplishment. Our training academy is licensed and certified by the Republic of Albania as an official provider of professional development activities as laid out in the catalogue that follows.**

CEBE Albania cooperates exclusively with the *international organizations* to guarantee quality module design and training delivery methods.

**All our training materials are proprietary.**

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## TRAINING TOPICS AVAILABLE IN 2014-15

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### Project Management

1. Fundamentals of project management
2. Managing multiple projects (portfolios, and programs)
3. Project risk and cost analysis

### Financial Management

1. Tax law in Albania and the new fiscal rules of 2014
2. IFRS standards 2014
3. Financial analysis for managers
4. Finance and accounting for nonfinancial personnel
5. Financial tools to drive business strategy
6. Fundamentals of budgeting for nonfinancial managers
7. How to build effective financial reporting systems
8. How to make the right leasing decisions
9. How to prepare financial forecasts
10. Planning for adequate cash flow

### Accounting

1. Activity based costing in the enterprise
2. Forensic accounting and financial fraud
3. Strategy in the work of an accounting manager

# Communications

1. Communication skills for managers
2. Fundamentals of business writing and formal communication
3. Interpersonal communication skills in the workplace
4. How to present effectively and get your point across

# Customer Service Excellence

1. How to win and keep a customer for life
2. How to be a great call center representative

# Human Resources

1. Fundamentals of human resources management
2. Compensation: how to develop effective reward programs
3. Building performance evaluation procedures
4. Legal HR practices in Albania
5. Facilitating workplace learning for high performance
6. Successful interviewing: techniques for hiring, coaching, and performance

# Leadership

1. Leadership and influence for current and aspiring managers
2. How to delegate and get things done

# Management

1. Fundamentals of management for current and aspiring managers
2. How to develop and implement a strategic plan
3. How to manage conflict in the organization
4. How to plan and manage your company budget
5. Managing and achieving organizational goals
6. Performance management
7. Planning and managing change: a complete training course for managers
8. Implementing *Corporate Governance* programs as a manager

# Operations Management and Quality

1. Strategic supply chain management
2. Leading a business process improvement effort; Lean Six Sigma Program
3. Managing the customer satisfaction process
4. Total quality management
5. ISO 9001, 14000, and 22000
6. Fundamentals of inventory management and control
7. Planning and managing warehouse operations and maintenance

## Marketing

1. Building corporate identity and promotional tools
2. Sales and distribution channels
3. Pricing strategies and market segmentation
4. Negotiation tactics for successful selling

## Soft Skills for Personal Development

1. Developing basic job skills
2. Practical problem solving in the workplace
3. Asserting yourself at work
4. Managing the customer satisfaction process
5. Time management and efficiency
6. Team building and cohesion at work

## Tourism

1. Certified tourism guides for Albania
2. Entrepreneurship in tourism management

Contact our training division if the topics above are of interest to you and your company.

**Email:** [info@cebe-al.org](mailto:info@cebe-al.org)

**Web:** [www.cebe-al.org](http://www.cebe-al.org)

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## CERTIFICATIONS AVAILABLE IN 2014-15

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Follow these steps to receive a *Certificate*:

1. Choose an area of concentration. Contact us for exact cost and module content for each of the topics below.
2. Select and order 5 or 6 courses totaling 10 credits. Each course may be applied toward one certificate. The usual number of credits per course is 1-2.
3. Upon successful completion of all the testing components in each course, you will receive a CEU certificate under separate cover.
4. Upon completion of 10 credits, you will be awarded a Certificate of Completion.

### Certificate Programs:

1. Certificate in HR Management
2. Certificate in Sales and Marketing
3. Certificate in Financial Management
4. Certificate in Manufacturing Management
5. Certificate in Quality Control and ISO Standards
6. Certificate in Strategic Leadership
7. Certificate in General Business Management
8. Certificate in Project Management

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