



Henley
Management
Centre

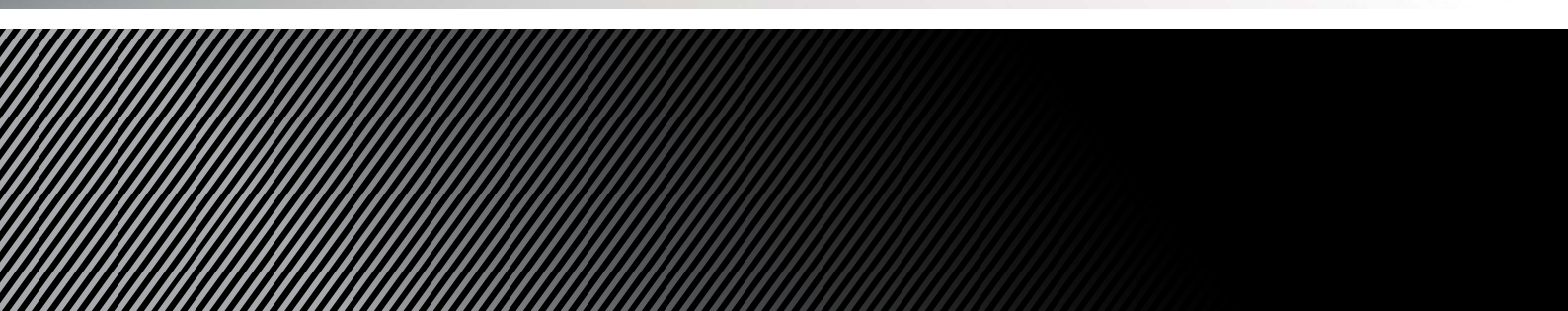
*I am more afraid of an army of 100
sheep led by a lion than an army of
100 lions led by a sheep.*

Talleyrand



2015

Training and
Development
Portfolio
Dubai



Our Core Values:

Boldness

Innovation

Excellence

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About Henley

Henley Management Centre brings together the latest international management thinking, business concepts and growth strategies, using them to transform personal, team and organisational performance.

At Henley we possess a proven record of working with blue chip clients from Europe, Africa, Far East and Middle East. Our wide range of clients, both in public and private sectors, represent a variety of businesses such as Oil and Gas, Petrochemical Industries, Banks and Financial Institutions, Ministries and Governmental bodies. Our international experience has given us a clear understanding of how businesses operate on strategic, tactical and cultural levels.

Henley offers a range of regularly scheduled courses covering the following areas:

- Leadership and Management
- Strategy, Planning and Change Management
- Quality & Productivity
- Interpersonal Skills & Performance Management
- Communication, Presentation & Report Writing
- Human Resources Management and Training
- Office Administration and Secretarial
- Marketing, Media and PR
- Contract Management
- Project Management
- Logistics & Supply Chain Management
- Finance & Accounting
- Health & Safety Management
- Customer Service

Courses are continuously reviewed ensuring that the content is the very latest and therefore provide delegates and their organisations with a true competitive advantage. Our unique practical training approach blends the development of conceptual skills into the training courses, showing delegates how to manage a range of problems typical of those they face in the work place.



Customised Training

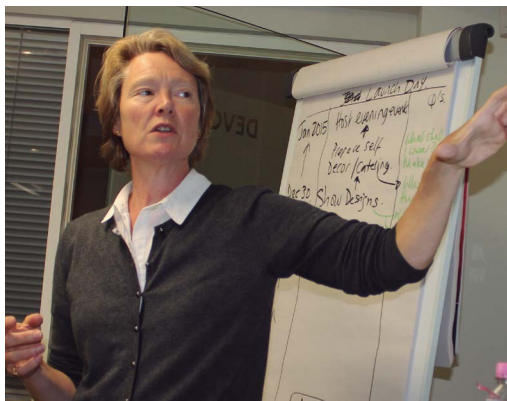
In addition to the wide range of open courses featured in this portfolio which can be presented exclusively for an organisation, we also assist organisations by designing customised training solutions.

Working exclusively for one company provides the opportunity to modify contents and emphasis to suit the needs of each organisation

Key benefits:

- Cost effective solution when training larger groups with the same needs
- Content customised to specific client requirements
- Content can be developed and tailored to specific industries.
- Programmes can be delivered at venue and date chosen by the client

For further information about Henley customised training solutions, please contact one of our advisors at info@henleymc.com or visit www.henleymc.com and complete the contact us form.



Our Team

At Henley, we focus on talent and people. Our trainers consist of highly qualified consultants and members of university faculties. With outstanding research records and strong professional backgrounds they turn theoretical concepts in to real business solutions.

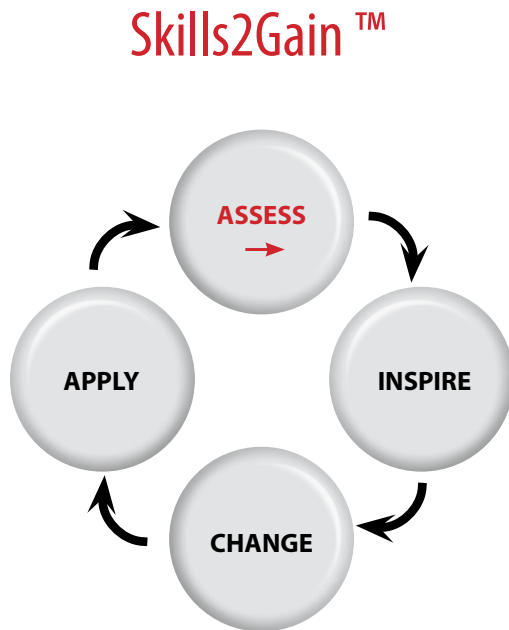
As part of our innovative approach to training, Henley exposes delegates to a variety of different trainers throughout the duration of the course. They are selected for their ability to communicate effectively with delegates of all levels and cultures.



The Henley Approach

Our unique approach to training follows the Skills2Gain™ methodology.

This approach creates a dynamic, challenging and stimulating atmosphere within the training room. Delegates will also be able to tackle real world challenges similar to those facing them in the workplace.



Assess:

We work with delegates to establish their own objectives and aspirations; to ensure they gain the skills required and truly benefit from the course.

Inspire:

We use the latest real world case studies, games and practical exercises to inspire delegates to adopt a new mind set and approach.

Change:

We equip delegates with cutting-edge tools and techniques to effect positive change within their departments and the organisation as a whole.

Apply:

We help delegates to create SMART relevant action plans and apply them when they are back in the workplace.



Accreditations

Henley Management Centre was founded on three core values, Boldness, Innovation and Excellence. Over the years these have evolved and developed into a firm set of guiding principles which ensure that we maintain the highest standards of quality and customer service.

Our Guiding Principles:

Quality and Excellence

We are clear that quality underlines everything that we do and we aim to deliver excellence as a minimum standard to our clients.

Strength and Pragmatism

We are proud to deliver a practical unique approach to learning founded on knowledge, strength and a highly diverse and practical training team.

Respect and Tolerance

We respect the ideas, opinions and beliefs of others and above all we value the cultural diversity of our global client base.

Boldness and Innovation

We seek to challenge, change and improve all that we do and encourage those who attend our courses to do the same.



Henley Management Centre is in association with London Management Centre, LMC

Leadership & Management

2015
Open course
schedule

Program	Days	Fees (US\$)
HL59 Cutting-Edge Leadership		
01 - 05 March	5	
24 - 28 May	5	
23 - 27 August	5	4500
27 September - 01 October	5	
13 - 17 December	5	
HEL9 Leadership Skills for Executives		
25 - 29 January	5	
15 - 19 March	5	
26 - 30 April	5	4500
9 - 13 August	5	
1 - 5 November	5	
HLV1 Visionary Leadership and Strategic Management		
25 - 29 January	5	
15-19 March	5	
24 - 28 May	5	4500
9 - 13 August	5	
4 - 8 October	5	
22 - 26 November	5	
HLP10 Leadership skills for Improved Performance		
15-19 February	5	
12-16 April	5	
31 May - 4 June	5	4500
13-17 September	5	
29 November - 3 December	5	
HLT7 Leadership and Talent Development		
18-22 January	5	
22-26 March	5	
3-7 May	5	4500
30 August - 3 September	5	
18 - 22 October	5	
HLC24 Influential Leadership and Creativity		
22-26 February	5	
19-23 April	5	
24-28 May	5	4500
2-6 August	5	
11-15 October	5	
6-10 December	5	

For course contents please visit www.henleymc.com

Leadership & Management

2015
Open course
schedule

Program	Days	Fees (US\$)
HSC36 Leadership Skills for Supervisors and Team Leaders		
18-22 January	5	
1-5 March	5	
17-21 May	5	4500
6-10 September	5	
18-22 October	5	
HDP12 Problem Solving and Decision Making for Executives		
1-5 February	5	
29 March - 2 April	5	
26-30 July	5	4500
11-15 October	5	
15-19 November	5	
HOD1 Managing Organisation Development		
1-5 February	5	
3-7 May	5	4200
23-27 August	5	
11-15 October	5	
HSC33 Management Skills for Team Leaders		
15-19 February	5	
10-14 May	5	
9-13 August	5	4500
27 September - 1 October	5	
29 November - 3 December	5	
HM59 The Certified Advanced Management Programme		
1-5 February	5	
29 March - 2 April	5	
17-21 May	5	4500
26-30 July	5	
13 - 17 September	5	
15-19 November	5	
HM8 Managing World Class Performance		
25-29 January	5	
15-19 March	5	
10-14 May	5	4500
26-30 July	5	
13-17 September	5	
8-12 November	5	
HM28 Successful Management Skills		
1-5 February	5	
12-16 April	5	
24-28 May	5	
23-27 August	5	4200
18-22 October	5	
13-17 December	5	

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Leadership & Management

2015

Open course
schedule

Program	Days	Fees (US\$)
HAD3 The Senior Management Programme		
18-22 January	5	
22-26 March	5	
3-7 May	5	4200
16-20 August	5	
8-12 November	5	
HR15 Certified Human Resources Management for non HR Professionals		
15-19 February	5	
9-13 August	5	4500
27 September - 1 October	5	
1-5 November	5	
HLL4 Lean Leadership - Certified		
8-12 February	5	
3-7 May	5	4500
18-22 October	5	

Strategy, Planning and Change Management

Program	Days	Fees (US\$)
HSF3 Critical Thinking and Strategic Planning		
18-22 January	5	
12-16 April	5	
31 May - 4 June	5	4500
13-17 September	5	
1-5 November	5	
13-17 December	5	
HL74 Leadership and Strategic Planning		
22-26 March	5	
3-7 May	5	
26-30 July	5	4500
27 September - 1 October	5	
15-19 November	5	
HSM90 Contemporary Strategic Management		
25-29 January	5	
1-5 March	5	
10-14 May	5	4500
13-17 September	5	
22-26 November	5	
BI43 Business Intelligence - Add Value and Gain Advantage		
12-16 April	5	
7-11 June	5	4200
25-29 October	5	

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Strategy, Planning and Change Management

2015
Open course
schedule

Program	Days	Fees (US\$)
SF2 Corporate Strategy Formulation for Executives		
18-22 January	5	
31 May - 4 June	5	4500
13-17 September	5	
13-17 December	5	
BP17 Business Planning - Advanced Business Solutions		
1-5 February	5	
7-11 June	5	4200
6-10 September	5	
6-10 December	5	
SF08 Analysing and Preparing for Strategy Formulation		
25-29 January	5	
12-16 April	5	
26-30 July	5	4200
4-8 October	5	
20-24 December	5	
RM44 Managing Risk and Scenario Planning		
12-16 April	5	
23-27 August	5	4200
6-10 December	5	
ASP5 Strategic Planning and Forecasting - Certified		
1-5 February	5	
26-30 July	5	4500
1-5 November	5	
HSM4 Strategic Thinking and Change		
22-26 March	5	
3-7 May	5	4500
16-20 August	5	
8-12 November	5	
HF75 Business Decision Making Considering Financial and Non-Financial Factors		
15-19 February	5	
17-21 May	5	
9-13 August	5	4200
25-29 October	5	
29 November - 3 December	5	
HRM3 Risk Management in the Changing Organisation		
8-12 February	5	
29 March - 2 April	5	4200
11-15 October	5	
20-24 December	5	
HLC30 Influential Leadership and Change Management		
22-26 February	5	
19-23 April	5	
24-28 May	5	4500
2-6 August	5	
11-15 October	5	
6-10 December	5	

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Strategy, Planning and Change Management

2015
Open course
schedule

Program	Days	Fees (US\$)
HM33 Change Management for Executives		
8-12 March	5	
31 May - 4 June	5	
30 August - 3 September	5	4500
4 - 8 October	5	
20 -24 December	5	

Quality & Productivity

Program	Days	Fees (US\$)
QM9 The Certified Strategic Quality Manager		
18-22 January	5	
1-5 March	5	4500
6-10 September	5	
BPQ07 Business Process Management and Quality		
25-29 January	5	
19-23 April	5	4500
2-6 August	5	
1-5 November	5	
QA55 Quality Assurance Practises and Techniques - Quality Assurance ISO 9001-2008 QMS Auditor Lead Programme		
1-5 March	5	
7-11 June	5	4500
8-12 November	5	
LS31 Lean Six Sigma		
8-12 February	5	
3-7 May	5	4500
18-22 October	5	
PMI4 Process Mapping and Improvement		
25-29 January	5	
19-23 April	5	4200
2-6 August	5	
1-5 November	5	
QI35 Managing Quality and Innovation		
18-22 January	5	
7-11 June	5	4500
6-10 September	5	
13-17 December	5	
G28 Total Quality Management (TQM)		
7-11 June	5	
6-10 September	5	4500
13-17 December	5	

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Quality & Productivity

2015
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schedule

Program	Days	Fees (US\$)
BP10 Business Process Improvement		
15-19 February	5	
10-14 May	5	
9-13 August	5	4200
25-29 October	5	
1-5 November	5	
HLL4 Lean Leadership		
8-12 February	5	
3-7 May	5	4500
18-22 October	5	
OM8 The Certified Operation Manager		
1-5 February	5	
26-30 July	5	4500
11-15 October	5	

Interpersonal Skills & Performance Management

Program	Days	Fees (US\$)
HIR7 Effective Interpersonal Skills		
1-5 February	5	
19-23 April	5	
23-27 August	5	4200
27 September - 1 October	5	
20-24 December	5	
BP23 Successful Team Management		
18-22 January	5	
22-26 March	5	
3-7 May	5	4200
16-20 August	5	
8-12 November	5	
PM6 Emotional Intelligence - The Art of People Management		
29 March - 2 April	5	
7-11 June	5	
6-10 September	5	4200
11-15 October	5	
22-26 November	5	
BS1 Neuro-Linguistic Programming (NLP)		
22-26 February	5	
17-21 May	5	
16-20 August	5	4500
4-8 October	5	
8-12 November	5	
6-10 December	5	

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Interpersonal Skills & Performance Management

2015
Open course
schedule

Program	Days	Fees (US\$)
M15	Personal Effectiveness for Middle Management	
	25-29 January	5
	22-26 March	5
	24-28 May	5
	30 August - 3 September	5
	4-8 October	5
	13-17 December	5
		4200
AN26	The Advanced Negotiation Programme - Certified	
	3-7 May	5
	16-20 August	5
	25-29 October	5
		4500
DM9	Interpersonal Skills and Decision Making in the Modern Organisation	
	15-19 March	5
	26-30 July	5
	1-5 November	5
		4200
CT56	Creativity and Innovation- Toolbox of Success	
	18-22 January	5
	19-23 April	5
	6-10 September	5
		4200
TM23	Effective Team Management and Emotional Intelligence	
	1-5 February	5
	7-11 June	5
	13-17 September	5
	22-26 November	5
		4200
BM24	Building and Managing a Successful Team	
	18-22 January	5
	19-23 April	5
	2-6 August	5
	8-12 November	5
		4200
IMT5	Managing Interpersonal Effectiveness in Teams	
	15-19 March	5
	26-30 July	5
	1-5 November	5
		4200
SUP24	Succeeding Under Pressure (Time, Self, and Stress Management)	
	12-16 April	5
	13-17 September	5
		4200
HN26	Successful Negotiation Tools and Techniques	
	3-7 May	5
	16-20 August	5
	25-29 October	5
		4200
HPD11	The Talent Management Programme - Certified	
	18-22 January	5
	29 March - 2 April	5
	6-10 September	5
	25-29 October	5
		4500

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Interpersonal Skills & Performance Management

2015
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schedule

Program	Days	Fees (US\$)
HSPM7 Managing for Improved Performance		
1-5 March	5	
31 May - 4 June	5	
26-30 July	5	4200
13-17 September	5	
8-12 November	5	
20-24 December	5	
HPM10 Effective Performance Management		
25-29 January	5	
8-12 March	5	4500
7-11 June	5	
2-6 August	5	

Communication, Presentation & Report Writing

Program	Days	Fees (US\$)
HC26 Essential Communication Skills		
29 March - 2 April	5	
7-11 June	5	
9-13 August	5	4200
18-22 October	5	
13-17 December	5	
PS87 Public Speaking and Professional Presentation Skills		
1-5 February	5	
26-30 July	5	4500
1-5 November	5	
BW23 Business Writing and Internal Communication - Certified		
8-12 March	5	4500
13-17 September	5	
CA46 Influential Communication Skills, Assertiveness and NLP		
1-5 February	5	
17-21 May	5	4200
16-20 August	5	
8-12 November	5	
BW54 Successful Business Report Writing		
8-12 February	5	
3-7 May	5	4200
13-17 September	5	
13-17 December	5	
IEM12 Interpersonal Effectiveness for Managers and Leaders		
15-19 March	5	
26-30 July	5	4200
25-29 October	5	
AIP7 The Art of Impactful Presentations		
19-23 April	5	4200
22-26 November	5	

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Communication, Presentation & Report Writing

2015
Open course
schedule

Program	Days	Fees (US\$)
HPR13 Report Writing and Successful Presentation		
18-22 January	5	4200
3-7 May	5	
16-20 August	5	
25-29 October	5	

Human Resources Management and Training

Program	Days	Fees (US\$)
HSH19 Strategic HR Management		
22-26 February	5	4500
19-23 April	5	
31 May- 4 Jun	5	
2-6 August	5	
4-8 October	5	
6-10 December	5	
HR16 Managing Human Resources		
8-12 February	5	4500
10-14 May	5	
30 August - 3 September	5	
18-22 October	5	
TD10 Management of Training		
15-19 February	5	4200
17-21 May	5	
6-10 September	5	
29 November - 3 December	5	
HR20 The Competency Framework Development Programme - Certified		
1-5 February	5	4500
26-30 July	5	
6-10 September	5	
29 November - 3 December	5	
HR21 Effective Recruitment and Job Analysis		
18-22 January	5	4200
10-14 May	5	
HR22 Manpower Planning and Development		
1-5 March	5	4200
7-11 June	5	
2-6 August	5	
1-5 November	5	
HCB7 Compensation and Benefits for HR Professionals - Certified		
12-16 April	5	4500
13-17 September	5	
13-17 December	5	

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Human Resources Management and Training

2015
Open course
schedule

Program	Days	Fees (US\$)
HRC3 Recruiting and Retaining Talent		
8-12 March	5	
24-28 May	5	4500
30 August - 3 September	5	
4-8 October	5	
HHR14 Certified HR Administrator		
18-22 January	5	
15-19 March	5	4200
26-30 July	5	
1-5 November	5	

Office Administration and Secretarial

Program	Days	Fees (US\$)
HMA38 Essential Administration Skills		
1-5 February	5	
23-27 August	5	4200
15-19 November	5	
OM99 Office Management and Administrative Effectiveness		
1-5 March	5	
7-11 June	5	4200
13-17 September	5	
SA65 Information Systems and Effective Administration		
1-5 February	5	
23-27 August	5	4200
15-19 November	5	
PA12 The Certified Executive Assistant		
12-16 April	5	4500
A101 Effective Administration Skills and People Management		
15-19 February	5	
7-11 June	5	4200
18-22 October	5	
PA16 The Advanced Development Programme for PA's and Secretaries		
17-21 May	5	4500
13-17 December	5	

Marketing, Media and PR

Program	Days	Fees (US\$)
MPS5 Public Speaking and Facing the Media		
1-5 February	5	
26-30 July	5	4500
1-5 November	5	

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Marketing, Media and PR

2015
Open course
schedule

Program	Days	Fees (US\$)
PP100 Persuasive Presentation Skills – Engaging with your Audience		
8-12 March	5	
26-30 July	5	4500
6-10 September	5	
HMC22 Marketing Communication		
15-19 February	5	
12-16 April	5	4200
26-30 July	5	
13-17 December	5	
HPS18 Developing PR Strategies		
8-12 March	5	
17-21 May	5	4200
18-22 October	5	
HPC19 Delivering Public Relations and Effective Communication		
31 May - 4 June	5	
30 August - 3 September	5	4200
15-19 November	5	
HPR11 Practical Public Relations		
25-29 January	5	
26-30 April	5	4200
2-6 August	5	
CS30 Corporate Social Responsibility (CSR)		
3-7 May	5	4200
8-12 November	5	
HPR5 Public Relations Strategy for Senior Executives		
24-28 May	5	4500
16-20 August	5	
HCM8 The Marketing Programme		
1-5 February	5	
7-11 June	5	4200
9-13 August	5	
27 September- 1 October	5	
HMPR2 Fundamentals of Media and PR		
22-26 February	5	
19-23 April	5	4200
6-10 December	5	

Contract Management

Program	Days	Fees (US\$)
HCM10 Contract Management		
29 March - 2 April	5	4200
27 September - 1 October	5	

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Contract Management

2015
Open course
schedule

Program		Days	Fees (US\$)
AC4	Administration of Commercial Contracts		
	8-12 March	5	4200
	26-30 July	5	
CC14	Preparing Commercial Contracts		
	23-27 August	5	4200
CM11	Contract Management for the Oil and Gas Industry		
	15-19 March	5	4500
	18-22 October	5	
NC24	Negotiation Skills for Contract Executives - Certified		
	3-7 May	5	
	16-20 August	5	4500
	25-29 October	5	
TC19	Successful Bid and Tender Management		
	29 March - 2 April	5	
	23-27 August	5	4500
	20-24 December	5	

Project Management

Program		Days	Fees (US\$)
APM9	Advanced Project Management		
	3-7 May	5	4500
	4-8 October	5	
RC16	Risk Management and Compliance		
	8-12 March	5	4200
	26-30 July	5	
PM07	Project Coordination and Management - Working With Remote Teams		
	18-22 January	5	
	19-23 April	5	4200
	2-6 August	5	
	8-12 November	5	
CPM1	Certificate in Project Management		
	7-11 June	5	4500
NPM7	Successful Negotiation Skills for Project Managers		
	3-7 May	5	
	16-20 August	5	4200
	25-29 October	5	
RPL43	Risk Management for Project Leaders		
	8-12 February	5	
	29 March - 2 April	5	4500
	11-15 October	5	
	20-24 December	5	

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Project Management

2015
Open course
schedule

Program	Days	Fees (US\$)
HSC45 Project Management Skills		
8-12 February	5	
3-7 May	5	4200
16-20 August	5	
8-12 November	5	

Logistics & Supply Chain Management

Program	Days	Fees (US\$)
HSP13 International Sourcing and Purchasing		
24-28 May	5	4500
18-22 October	5	
SM32 Maximising Performance with Supply Chain Management		
15-19 March	5	4500
SCM5 The Role of Procurement for Effective Supply Chains		
26-30 July	5	4500
1-5 November	5	
SCM8 The Supply Chain Management		
25-29 January	5	4500
4-8 October	5	
W13 Warehousing Design Techniques and Operations		
7-11 June	5	4500
8-12 November	5	
HP12 Project Procurement Management		
12-16 April	5	
6-10 September	5	4500
13-17 December	5	
HNP6 Negotiation Masterclass for Procurement Professionals		
18-22 January	5	
3-7 May	5	4500
23-27 August	5	
HPP7 Advanced Procurement Management		
31 May - 4 June	5	4500
2-6 August	5	
HSP15 Logistic and Supply Chain Management - Certified		
26-30 July	5	
13-17 September	5	4500
1-5 November	5	
HSP12 International Supply Chain Management		
22-26 February	5	
16-20 August	5	4500
4-8 October	5	
6-10 December	5	

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Finance & Accounting

2015
Open course
schedule

Program	Days	Fees (US\$)
HFN9 Finance for Non-Financial Managers 29 March - 2 April 13-17 September	5 5	4500
HF17 Budgeting and Cost Control 1-5 March 3-7 May 13-17 September 1-5 November	5 5 5 5	4500
F51 Financial Information and Decision Making 8-12 February 16-20 August	5 5	4500
F89 Effective Budgeting and Forecasting 10-14 May 18-22 October	5 5	4500
F71 Cost Accounting and Productivity 12-16 April 6-10 September	5	4500
F65 Essential Management Accounting 8-12 November	5	4500
HF42 Advanced Financial Management 18-22 January 12-16 April 13-17 December	5 5 5	4500
HF11 Financial Modelling - Certified 22-26 February 7-11 June 6-10 December	5 5 5	4500
HF23 Contemporary Management Accounting 15-19 March 26-30 July 4-8 October	5 5 5	4500
HF31 Financial Accounting and Reporting 25-29 January 26-30 April 23-27 August	5 5 5	4500
HF35 Financial Risk Supervision 8-12 February 19-23 April 2-6 August 11-15 October 20-24 December	5 5 5 5 5	4500
HF08 Financial Performance Measurement 8-12 March 31 May - 4 June 15-19 November	5 5 5	4500

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Health & Safety Management

2015

Open course
schedule

Program	Days	Fees (US\$)
HS8 Effective Health and Safety Management for the Oil, Gas and Petrochemical Industry		
7-11 June	5	4500
11-15 October	5	
HS3 Process Safety Management		
15-19 March	5	4500
26-30 July	5	
HS42 Risk Assessment and Fire Risk Assessment for Process Industries (Including HAZOP)		
7-11 June	5	4500
23-27 August	5	
HS54 Environmental Management - ISO 14001, Industrial Waste Management and Industrial Cleaning		
15-19 March	5	4500
6-10 December	5	

Customer Service

Program	Days	Fees (US\$)
CS9 Certificate in Customer Service		
8-12 March	5	4500
17-21 May	5	
18-22 October	5	
CS11 Managing Customer Services Teams		
31 May - 4 June	5	4200
30 August - 3 September	5	
15-19 November	5	
CS7 Introduction to Customer Service		
25-29 January	5	4200
26-30 April	5	
2-6 August	5	
CS21 Professional Receptionist and Front Office Skills		
1-5 March	5	4200
7-11 June	5	

For course contents please visit www.henleymc.com

Booking Information and Customer Support:

Bookings, Enquiries and Brochures

For bookings, general enquiries, additional brochures or information about Henley training services, please contact our customer support team at customersupport@henleymc.com

Reservations

Bookings can be made by completing an application form online at www.henleymc.com

Telephone bookings must be confirmed in writing three weeks prior to the start date of the course. Full joining instructions are sent to each participant one-week before the start date of the course(s) via the company/department making the booking(s).

Open Courses

Wherever appropriate, the events will include case studies, role-plays, digital media, exercises and games so that participants can gain practical experience aligned to the principles and techniques being presented in the courses. We restrict the number of delegates attending each event to ensure that there is ample opportunity to ask questions, take part in discussions and compare experiences.

Design of Events

Henley regularly offers scheduled courses, seminars and workshops. All programmes are repeated frequently throughout the year to give delegates a wide choice of dates and effective use of their time.

Course Documentation

Delegates will be provided with course material and relevant documentation upon arrival. However, should a course require preparatory work, delegates will receive the appropriate documentation two weeks prior to the commencement date of the event. Delegates will also receive a soft copy of the course materials at the end of the course.

Accommodation

Accommodation is not included in the course fees. However, our customer support team will be pleased to assist and make the necessary arrangements with the hotel in which the training is taking place or others at specially negotiated rates. For further details please contact our customer support team customersupport@henleymc.com

Lunch and Refreshments

Light refreshments and a buffet lunch are available during all Henley events. If you require a special diet or vegetarian meal please inform our customer support team in advance.

Language

All courses are conducted in English. In order to participate fully, delegates should demonstrate a good command of the English language.

Group Nominations

Companies nominating three or more delegates to participate in a specific course (subject to availability) will enjoy a special discount on the quoted course fees. For more details, please contact our customer support team cutsomersupport@henleymc.com

Mobile Phones

The use of mobile phones is not permitted in the training rooms or in areas where meetings are in progress.

Visas

Overseas delegates from certain countries may require an entry visa. Upon receipt of the course fees our customer support team will be happy to assist in obtaining the necessary entry visa.

Dress Code

All our courses constitute a gathering of business people. Therefore, business attire or national dress are most commonly worn.

Fees and Payment

Course fees include all tuition costs, materials, publications, lunch and refreshments. Upon confirmation of booking, an invoice will be issued and payment is required six weeks before the course starts. Bookings made within 21 days of the start date of the course should be accompanied by full payment. Fees are payable to Henley Management Centre by cheque or direct transfer to our bank (details available on request).

Prices are guaranteed until 31st December 2015.

Cancellations and Transfers

We regret that a fee must be charged when confirmed bookings are cancelled or transferred to future dates and the change is notified to us within 4 weeks of the start date of the course. A substitute may be notified, but if a substitute cannot be found, refunds will be made as follows:

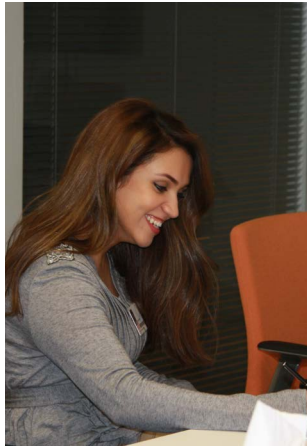
- 100% of the fee if the cancellation is notified 4 weeks or more before the start date.
- 50% of the fee if the cancellation is notified between 2-4 weeks before the start date.
- No refund if the cancellation is notified less than 2 weeks prior to the start date.

Certificate Awarded

At the end of the course, an achievement certificate will be awarded on the basis of active participation and full time attendance. Participants are advised to make certain that they have no other commitments for the duration of the course.

Developing Managers, Inspiring Leaders





*A ship is safe in harbour,
but that's not what ships are for*

William G.T. Shedd



Henley
Management
Centre



P.O. Box 215247 Dubai, U.A.E

www.henleymc.com