

BMAK Business and Technology Consultants Inc Training Division

Business Analysis Booth Camp

(CBAP / CCBA Exam Preparation Course (21 PDUs))

Course Objectives

Duration 4 Days

Enterprise Analysis

- Identify business need
- Determine solution approach
- Define solution scope
- Develop the business case

Business Analysis Planning and Monitoring

- Conduct stakeholder analysis
- Plan business analysis communication
- Plan requirements management process
- Plan, monitor, report on business analysis performance

Elicitation

- Prepare for elicitation
- Conduct elicitation
- Document elicitation results
- Confirm elicitation results

Requirements Analysis

- Organize requirements
- Prioritize requirements
- Specify and model requirements
- Determine assumptions and constraints
- Verify requirements
- Validate requirements

Requirements Management and Communication

- Requirements Communication Plan
- Manage Requirements Conflicts
- Determine Appropriate Format
- Create a Requirements Package
- Conduct a Requirements Presentation
- Conduct a Formal Requirements Review
- Obtain Requirements Signoff

Solution Assessment and Validation

- Assess requirements coverage
- Allocate requirements
- Determine organizational readiness
- Validate solution
- Evaluate solution

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Business Etiquette

Duration 1 day

Course Outline

- Greeting, meeting and introducing people
- Characteristics of a good handshake
- Create a positive first impression that lasts

Conversation techniques

- Timing - it's if and when you say it
- Tone - it's how you say it
- Volume - it's how loud you say it
- Guidelines for making small talk that matters
- Tips for dealing with difficult people
- Use body language to complement your message

Correspondence and technology etiquette

- Communication styles – which style suits you best?
- Various communication channels and their pros and cons:
 - * The business letter
 - * The quick (often regretted) e-mail
 - * Internet communication using facilities like netmeeting, MSN and Skype
 - * Answering cell phones, SMSes and taking calls

Mastering meetings

- Understanding correct meeting protocols
- Polite ways of interjecting, commenting or voicing an objection
- Tips and techniques for chairing a meeting successfully
- Methods for getting and keeping your meeting on track

- Tips to help you remember names
- Introduce staff, guests and VIPs professionally
- Various forms of address and when to use them
- Saying goodbye and ending conversations
- Business card etiquette

The art of networking

- Devising your own networking strategy and objectives
- Making an entrance and working the room
- Techniques for smoothly joining and leaving groups
- Learning to self-promote yourself without appearing arrogant
- Adhering to essential rules for good networking
- Identifying inappropriate places for networking

Behavior during a crisis

- The importance of keeping your temper under control
- Dealing calmly to resolve interpersonal conflict
- Managing the performance, not the person
- Tips to deal with your own stress

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Dealing with managers, colleagues and staff

- Understand how business hierarchy is structured
- Know how seniors expect to be treated
- Discover how to give and receive credit and compliments
- Understand reporting lines and their importance
- Avoiding overt involvement in office politics
- Handling the rumor mill and office gossip
- Disability etiquette - the importance of empathy and courtesy

Office relationships

- The appropriate use of space and touch in the office
- Understanding what constitutes sexual harassment
- Know how to steer clear of any behavior that could give offence
- The inherent danger of office romances or "flings"
- What to do when your personal and professional lives overlap

Entertainment etiquette

- Common dining etiquette mistakes
- Conversation etiquette during business lunches or dinners
- Respectable behavior when socialising with staff and management
- Handling alcohol during and after working hours

Maintaining a professional image

- What is acceptable dress for men and women in business?
- Power dressing - when and how to "dress to impress"
- Distinguish between home casual and business casual
- Dress guide to formal and informal business occasions

Ethics in the workplace

- Confidentiality and disclosure of company information to external parties
- A guide to accepting / offering gifts or favours
- Correct actions if a bribe is solicited by a customer, client or supplier

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Business Analysts Fundamental

Course Duration: 2 Day

This in-depth course teaches how to systematically breakdown a business process into smaller elements, maps the process, defines its metrics, and improves its overall performance. You will gain the knowledge you need to analyze the way your organization really operates, to identify opportunities for dramatic improvement and to implement process changes that will have immediate impact on quality, customer service, productivity, and financial performance. Process mapping is a simple yet powerful method of looking beyond functional activities and discovering your core processes. Participants will learn how to develop and communicate a vision document that captures the business requirements and solution goals. The range of techniques covered will benefit the requirements gatherer when communicating with users, customers, sponsors, team members, and other stakeholders. Whether you are developing new application systems, re-engineering existing processes, implementing e-business, customizing a purchased software package, or defining a data warehouse, it is critical to accurately and fully understand the requirements

Learning Objectives

Process Mapping

- Addressing the ISO9001:2000 process mapping requirements
- How to identify processes and distinguish from procedure
- Collecting data for process mapping
- Facilitate process mapping workshops
- Apply recognized industry standard techniques of process mapping such as IDEF0 and swim lanes
- Identify opportunities and problem areas within existing business processes
- Model and assess the impact of any proposed changes to a key process
- Design and document robust and reliable processes that meet the needs of your users and organization.
- Carry out the analysis and design to precisely the level of detail required
- How to improve process performance

Gathering Requirements

- The cost of missing or misunderstanding requirements
- The role of the requirements gatherer & other related roles in the gathering process
- Understanding the business context of requirements
- Making requirements testable, measurable, and traceable
- Different methods for eliciting requirements and when to use each method
- Interviews (planning and executing)
- Focus Groups, Workshops & JAD's
- Facilitation to gain consensus and enhance stakeholder participation and involvement
- Analyzing the facts and the requirements
- Techniques for Documenting Business Requirements
- Defining, categorizing, prioritizing, and validating the requirements

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NLP Coaching Diploma:

(NLP in Leadership Diploma)

Duration 4 Days

You are about to discover new and proven ways to take charge of your day to day workplace problems and develop a positive attitude and organizational skills to immediately boost your productivity and performance. Get ready to reach the top of your profession

MODULE 1 SELF MANAGEMENT COMPETENCIES

Course Duration: 2 days

Course Out line

Time Management Psychology:

- Discover the psychology of time management to get you more done in less time.
- Change the way you think about deadlines to meet them more consistently.

Planning:

- Learn the rapid planning process so you can achieve faster results and more often.
- Adopt a new psychology for planning to positively affect all of your workplace activities

Goal Setting:

- Use a powerful goal setting formula to give you clear direction and stop procrastination.
- Achieve your daily workplace outcomes and reduce disappointment and frustration.

Problem Solving:

- Utilise powerful principles to help you to solve problems quickly and completely.
- Change the way you think about problems to manage them more effectively.

Creative Thinking:

- Implement strategies to immediately recondition your behaviour and self image.
- Use ingenious tools to improve your memory, concentration, focus and learning speed.

Stress Management:

- Exercise your emotional intelligence to promote resourcefulness.
- Manage how work assignments affect your emotions, attitude and behaviour.

Assertiveness:

- Begin to increase in self confidence, enthusiasm and energy levels.

MODULE 2 CONFLICT MANAGEMENT COMPETENCIES

Course Duration: 2 days

Course Out line

Difficult Behaviour Management

- Understand how to manage the difficult behaviour of various personality types.
- Find more agreeable ways to disagree with other people

Interpersonal Skills

- Improve your listening skills and observational skills to build deeper rapport.
- Earn trust and respect much faster and grow in credibility and authority

Communication Skills

- Recognise and respond to visual, auditory and kinaesthetic communication styles.
- Master positive language and sensory-specific language to effectively lead people

Body Language

- Learn how to read and respond to the five archetypes of body language.
- Refine your ability to read and respond to various forms of non-verbal communication

Negotiation Psychology

- Explore the psychology of negotiation so you can achieve a genuine 'win win'.
- Use a powerful tool to reach agreement quickly and get out of deadlock.

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Delegation:

- Explore a powerful delegation model so you can free up your time and improve productivity.
- Discover how you can address other people's mistakes without arousing resentment

NLP IN COACHING™ DIPLOMA

- **Accreditation:** ELM (Institute of Leadership and Management) & INEPT (International NLP Trainers Association)
- Duration: Four Days
- Venue: Kapok Hotel
- **Program also consist of:**
 - Pre-programme one to one consultation.
 - Post-programme one to one consultation.
 - Dedicated help online.
 - Training manual.
 - lunch & refreshments

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Critical Thinking

Duration 2days

In today's society, many people experience information overload. We are bombarded with messages to believe various ideas, purchase things, support causes, and lead our lifestyle in a particular way. How do you know what to believe? How do you separate the truth from the myths?

The answer lies in critical thinking skills. The ability to clearly reason through problems and to present arguments in a logical, compelling way has become a key skill for survival in today's world. This two-day workshop will give participants some practical tools and hands-on experience with critical thinking and problem solving.

Course Outline

- Define critical and non-critical thinking
- Identify their critical thinking style(s), including areas of strength and improvement
- Describe other thinking styles, including left/right brain thinking and whole-brain thinking
- Work through the critical thinking process to build or analyze arguments
- Develop and evaluate explanations
- Improve key critical thinking skills, including active listening and questioning
- Use analytical thought systems and creative thinking techniques
- Prepare and present powerful arguments

Understanding Critical Thinking

The first session of the course will look at what critical thinking is, some characteristics of critical thinkers, and key critical thinking skills. Participants will also explore ways to develop their critical thinking skills.

Where Do Other Types of Thinking Fit In?

Next, participants will look at left and right brain and whole brain thinking.

Pitfalls to Reasoned Decision Making

This session will look at some of the barriers to good decision making and explore how to get around them.

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The Critical Thinking Process

Next, participants will delve into the seven phase critical thinking model. They will also learn about the standards of critical thinking that serve as the foundation for this model. Participants will then practice the process through a case study.

A Critical Thinker's Skill Set

This session will give participants some skills necessary for critical thinking: asking questions, probing, and active listening.

Creating Explanations

Another important part of critical thinking is being able to clearly explain why something is a particular way. This session will help participants build that skill.

Dealing with Assumptions

Although assumptions can help us get through our everyday lives, they can be a major impediment to critical thinking. In this session, participants will discuss how to reduce the number of assumptions that they rely on.

Common Sense

This session will explore a frequently overlooked thinking tool: common sense.

Critical and Creative Thought Systems

Next, participants will look at some analytical and inventive thought systems, including De Bono's thinking hats and brainstorming.

Putting It into Practice

This final session will give participants some tips on preparing and presenting a powerful, logical argument. Participants will also have an opportunity to prepare and present a critical thinking presentation, and to evaluate others' presentations with the skills that they have learned.

Workshop Wrap-Up

At the end of the day, students will have an opportunity to ask questions and fill out an action plan.

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Managing Customer Service

Duration 1 day

This one-day workshop will help participants to:

- Identify ways to establish links between excellence in customer service and business practices and policies
- Develop the skills and practices that are essential elements of a customer service focused manager
- Recognize what employees are looking for to be truly engaged
- Recognize who their customers are and what they are looking for
- Develop strategies for creating engaged employees and satisfied customers

Introduction and Course Overview:

You will spend the first part of the day getting to know participants and discussing what will take place during the workshop. Students will also have an opportunity to identify their personal learning objectives.

Changes in Customer Service:

To begin the day, participants will explore who their customers are and how that has changed during the years.

Creating Excellence:

This session will look at Curt Coffman's and Gabriel Gonzalez-Molina's twelve conditions for creating excellence.

Communication Skills:

This session will help participants develop their listening and questioning skills – two cornerstones for great customer service.

Suspending Frame of Reference:

During this session, participants will explore two advanced communications tools: the frame of reference and the Johari window.

Stereotypes:

We all categorize and generalize; it helps us understand the world. This session will help participants identify their own stereotypes and ways that they themselves might be stereotyped.

Giving Undivided Attention to Others:

This session will address two ways that we can pay better attention to others: attending and observing.

Leadership:

This session will focus on The Situational Leadership Model, developed by Paul Hersey of the California Centre for Excellence. Participants will take the test, score themselves, and then examine their style in detail.

Engaging Employees:

This session will explore the key behaviors of great managers. Participants will also identify ways to engage different types of employees.

Follow the Leader:

Participants will explore leadership characteristics through a fun, thought-provoking activity.

Developing a Service Management System:

To wrap up the workshop, we will look at a team approach to customer service.

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Ethical Hacking Fundamentals

Who Should Attend

Security officers, auditors, security professionals, site administrators and anyone tasked with protecting the integrity of the network infrastructure

You Will Learn How To

- Apply countermeasures to secure your system against threats and attacks
- Test access to your organizational data using ethical hacking techniques
- Implement real-world hacking techniques to test the security of your systems
- Employ complex tools to identify and analyze your company's risks and weaknesses
- Uncover vulnerabilities in a network infrastructure and determine appropriate countermeasures
- Perform penetration testing on a network using the same tools and techniques as malicious hackers

Course Content:

- Reviewing the elements of information security
- Considering the effects of hacking
- Evaluating the security, functionality and usability triangle
- Outlining the role of hackers
- Reconnaissance
- Scanning
- Gaining access
- Maintaining access
- Covering tracks
- Identifying system attack types: operating system, application level, shrink-wrap code and Misconfiguration
- Conducting vulnerability research
- Functions of an ethical hacker
- Assessing the methodology of penetration testing

Applying Covert Techniques to Scan and Attack a Network

- Objectives and methods of foot printing
- Searching for and collecting a company's information
- Employing foot printing countermeasures

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Scanning networks

- Adopting multiple scanning techniques
- Identifying IDS evasion and IP fragmentation tools
- Leveraging vulnerability scanning tools
- Applying IP spoofing detection
- Examining enumeration techniques
- Enumerating user accounts and systems using default passwords
- Simple Network Management Protocol (SNMP) enumeration
-

Analyzing System Risks and Weaknesses to Apply Countermeasures

- System hacking
- CEH Hacking Methodology (CHM)
- Cracking passwords and executing applications
- Defending against password cracking, key loggers, spyware and root kits
- **Uncovering Trojans and backdoors**
- Detecting a Trojan attack
- Scanning for suspicious entries, services, programs, files and folders
- **Dissecting viruses, worms and sniffers**
- Stages of virus life
- Types of viruses
- Recognizing key indicators of a virus attack
- Writing a simple virus program

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WORKSHOP IN PERSONAL EFFECTIVENESS

By Internationally Acclaimed Author David Molden

The objective of this course is to enable you to improve your ability to influence and lead. You will acquire tools and techniques necessary to make rapid change where you want it most. You will learn how to develop and maintain productive business relationships, expand your sphere of influence, get your ideas across confidently and concisely, develop questioning skills that will help you gain real clarity around issues and help you to coach others for success. You will experience firsthand how to move beyond obstacles, manage relationships, increase your confidence, manage stress and take control of your direction.

Benefits of Course

- An understanding of your current thinking patterns, behaviors and habits, and how these are affecting your results both at work and elsewhere.
- Awareness and experience of the most effective personal development tools available allowing you to identify and change the behaviors that are holding you back, so that you can improve your results quickly and effectively.
- Transferable skills for use in all areas of your life, from improved communication to enhanced presentation skills, leadership and people management.
- Greater focus and increased confidence, motivation and efficiency, making goals more easily achievable.
- Most importantly, you will obtain a much deeper understanding of yourself, allowing you to improve your performance and utilize your strengths even more effectively.

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During the course you will learn:

- 11 personality factors that determine your behavior
- 4 everyday behaviors that make life difficult and the antidote
- 9 key techniques for effecting positive change
- How to balance the emotions and the intellect
- How to de-clutter your day and focus your effort into getting results
- Techniques to aid relaxation and relieve stress
- Discover and develop your purpose, values and beliefs
- Develop influencing and motivating skills to get the best from other people
- Master amazing rapport-building skills for enthusiastic cooperation
- Create compelling personal goals aligned to a clear sense of purpose
- Be decisive and execute decisions with confidence
- Learn to avoid distractions and stay focused

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Project Management Fundamentals

Duration 1 day

Course Outline

This one-day workshop will teach participants how:

- Define the terms project and project management
- Identify benefits of projects
- Identify the phases of a project's life cycle
- Sell ideas and make presentations
- Prioritize projects
- Begin conceptualizing their project, including goals and vision statements
- Use a target chart and other planning tools
- Complete a Statement of Work

Introduction and Course Overview

You will spend the first part of the day getting to know participants and discussing what will take place during the workshop. Students will also have an opportunity to identify their personal learning objectives.

Defining Projects and Project Management

To begin the day, we will look at what a project is and what project management means. We will also look at some of the key players in a project team.

The Role of a Project Manager

This session will examine some of the key skills that a project manager needs. We will also look at developing a proposal.

How Can Projects Help Me?

Often, people see projects as just more work to do. However, if managed properly, projects can provide tremendous growth and satisfaction for all those involved. We will look at some of the benefits and challenges of projects in a lecture and a case study.

A Project's Life Cycle

This session will explore the four major phases of a project. Participants will complete a mix-and-match exercise to reinforce the concept.

Selling a Project

If you can identify a project that will bring benefits to your company, that's great. However, getting support for that project can be a whole other story. This session will look at some ways to prioritize and sell projects.

Creating a Vision

Before you start planning a project, you must know what you want the project to achieve. The best way to do this is to create a vision statement. We will discuss what a vision statement is and how to create one. Then, participants will work in small groups to create a vision for a sample project.

Project Goals

This session will discuss the six key parts to a project goal. Then, participants will write some goals for a project they are working on.

Using a Target Chart

A target chart can help you identify the biggest priorities in your project and help you see how to achieve your goals. This session will explore how to create and use a target chart.

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Preparing Your Project

Once you have decided which project to promote to others and identified your vision and goals, there are some considerations you want to be prepared for. Participants will discuss six key considerations in small groups.

Laying out the Project

Now that we have a good idea of what our project will entail, we can create the charter and statement of work. We will also look at using a project planning worksheet.

Workshop Wrap-Up

At the end of the day, students will have an opportunity to ask questions and fill out an action plan.

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Train the Trainer (Advanced Skills for the Practical Trainer)

Duration 2 days

Behind every spectacular training session is a lot of preparation and meticulous attention to detail. The truly skilled trainer can make a program exciting. The learners will have fun while they are learning if the facilitator is able to involve their emotions as well as their minds. You will see the involvement, and you will feel the energy.

To reach this stage as an adult educator isn't always easy, but success isn't just for the naturally gifted. It is possible for all of us who put effort into our personal growth and development, because we want the enormous satisfaction that comes from working with others to help them reach their potential as human beings.

This workshop presumes that participants have a good understanding of basic training principles, including adult learning concepts, Kolb's learning cycle, training methods, and designing a learning sequence.

Objectives for this workshop include:

- Enhance your understanding of learning styles and how to accommodate all four learning styles in the classroom
- Understand the key principles of effective communication in a workshop setting
- Use a variety of training techniques to stimulate participation
- Develop a plan and prepare for an effective training session
- Understand the different levels of evaluation and when to use each
- Understand how and when to add fun and humor to your training session
- Identify advanced interventions for difficult situations
- Practice the skills needed for a team presentation

Introduction and Course Overview

You will spend the first part of the day getting to know participants and discussing what will take place during the workshop. Students will also have an opportunity to identify their personal learning objectives.

Preparing to Learn

To begin, participants will explore what they want out of this workshop.

Understanding Learning

Next, participants will talk about the role of the facilitator, and the top skills a trainer needs.

Competencies for Adult Educators

This session will give participants a profile of the gaps between where they are now and where they need to be in order to perform their role efficiently.

Accommodating Learning Preferences

Next, participants will review Kolb's learning process and styles.

Adult Learning

This session will explore three aspects of adult learning: motivation, curriculum development, and classroom environment.

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The Art of Facilitation

During this session, participants will talk about the art of facilitation and how an understanding of left brain and right brain learning can help them master this art.

Planning a Workshop

Next, participants will receive a brief introduction to planning and preparing a workshop.

Visual Aids

This session will cover some basic kinds of visual aids and encourage participants to determine if, how, and when they want to use each type.

Your Role as an Effective Communicator

During this session, participants will learn how to communicate effectively as a facilitator or trainer.

Questioning as a Training Technique

This session will explain how good questioning skills can make anyone a better trainer.

Kirkpatrick's Levels of Evaluation

Next, participants will explore the four levels of evaluation, including samples for each type. Then, participants will develop their own evaluation for their training session at the end of the workshop.

On-the-Job Support

During this session, participants will explore why on-the-job support is so important after training has taken place, and what they can do to encourage it.

Dealing with Difficult Situations

This session will give participants some tools for dealing with training problems.

Adding Some Fun

Sometimes trainers can get so focused on bringing great content that we forget to work in time for reflection, laughter, or even bathroom breaks! This session will teach participants about the types of games they can add to their training session and how to be CREATIVE.

Team Teaching

Next, participants will talk about co-facilitation.

Training Preparation and Presentations

The bulk of the third day will be spent preparing, presenting, and evaluating team training sessions.

Workshop Wrap-Up

At the end of the day, students will have an opportunity to ask questions and fill out an action plan.

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Writing Reports and Winning Proposals

Course Duration 1 day

Many people are defeated by the attitude that writing is an awesome task. These people do not trust themselves with the language. They go to the files to see what has been done in the past. To overcome their insecurity, they try to write to impress. They hunt for big words to sound like an authority on the subject. They pad their reports to indicate thoroughness. That is not the path to confident, effective writing. This two-day workshop will help you teach participants the habits of good writing.

Workshop objectives include:

- Learn the value of good written communications.
- Develop paragraphs that introduce, connect, develop, and conclude some part of an idea.
- Prepare reports and proposals that inform, persuade, and provide information.
- Learn how to proofread your work so you are confident it is clear, concise, complete, and correct.
- Provide an opportunity to apply these skills in real work applications.

Introduction and Course Overview

You will spend the first part of the day getting to know participants and discussing what will take place during the workshop. Students will also have an opportunity to identify their personal learning objectives.

Becoming a Good Writer

To begin, participants will learn ways to become a good writer. Participants will also learn the four C's of good writing.

The Rules of Writing

Next, participants will learn the nine rules of report writing.

The Readability Index

This session will teach participants how to use the Gunning Fog Index.

Paragraphs

Next, participants will learn how to create topic sentences for paragraphs.

Emphasis

During this session, participants will explore ways to create emphasis.

Unity and Coherence

This session will teach participants how to create unity in their report.

Active and Passive Voice

Next, participants will look at the differences between the active and passive voice.

The Stages of Report Writing

The bulk of the second day will be spent exploring the four stages of report writing: investigation, planning, writing, and revising.

Formal Reports

During this session, participants will look at the additional components of a formal report.

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How to Use Headings

This session will provide a brief introduction to laying out a report.

Charts and Graphs

Next, participants will learn the right way to add charts and graphs to their report.

Writing Proposals

During this session, participants will learn how writing a proposal is different from writing a report.

The Finishing Touches

This session will look at finishing touches for a report, including steps in the persuasion process, how to design your message, and how to deal with tough questions.

Practical Application

To wrap up the workshop, participants will peer edit each others' work.

Workshop Wrap-Up

At the end of the workshop, students will have an opportunity to ask questions and fill out an action plan.

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Working Smarter Using Technology to Your Advantage

Course Duration: 2 Day

This two-day course will teach participants how to:

- Make their workplace a technology-friendly place
- Make the most of computers, telephones, instant messaging, e-mail, contact management applications, and scheduling software
- Communicate better with the IT department
- Make the best software and training choices
- Set an IT budget
- Set expectations and responsibilities for security and privacy
- Keep their employees safe and healthy
- Develop and implement a system usage policy
- Implement policies for dealing with company property
- Decide whether or not employees should telecommute
- Make telecommuting work
- Deal with workplace rage
- Address technological issues

Course Outline

Introduction and Course Overview

You will spend the first part of the day getting to know participants and discussing what will take place during the workshop. Students will also have an opportunity to identify their personal learning objectives.

Making Your Company a Technology-Friendly Place

To begin the day, we will discuss some ways to encourage staff to use technology. Participants will also try to find some creative solutions to a case study problem.

Conquering Computers

Computers are one of the most popular technological tools, and they can be the most difficult one to manage. We will give participants some ways to make the most of the PC.

Communicating with the IT Department

This session will give participants some tips on how to communicate effectively with Information Technology staff.

Choosing Software Wisely

Purchasing software is usually a big decision. We will discuss a three-step process to help you make that decision. Then, participants will use the process in a case study.

Technical Training

This session will cover some types of training and some tips.

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Setting an IT Budget

Some managers are responsible for deciding how much their department can and will spend on technology. We will discuss a few basic steps that will help participants create an IT budget.

Security and Privacy

Participants will work in small and large groups to discuss common issues surrounding computer privacy and security at work.

Uncontrolled vs. Controlled Networks

This session will provide a brief, non-technical overview of how networks work, including how companies can manage Internet access.

Ergonomics

As more workers use computers, Repetitive Strain Injuries (RSI) has increased, and so have employers' expenses. This session will discuss and demonstrate some easy ways that participants can reduce their risk of an RSI.

System Usage Policies

Every organization, no matter how small, should have a policy in place detailing how their technological resources should be used. We will examine the key components of a system usage policy and we will look at a sample policy.

Taking Care of Company Property

During this session, we will discuss some basic rules of technological etiquette. Participants will then practice these skills during a role play.

Time-Saving Tools

This session will look at some ways to use e-mail programs, contact management programs, and scheduling software to make the most of your time.

Telephone Etiquette

Even if your business doesn't use computers, laptops, or PDAs, almost everyone has a telephone. This session will cover some basic telephone etiquette tips.

Instant Messaging

Instant messaging (also known as IM) has become increasingly popular in recent years. We will look at some IM etiquette and decode some common acronyms.

Telecommuting

High-speed Internet and technical tools makes it possible for many people to work from home. During this session, we'll discuss what telecommuting is, how to decide if telecommuting is right for a particular employee, and how to prepare a worker to telecommute. Participants will then complete a case study.

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Workplace Rage

Many people find technology very frustrating. This session discusses the cost of workplace rage, how to manage it, and how to prevent it.

It's not working!

So far, this workshop has focused on how supervisors can make their workplace technology-friendly and how they can use technology to make life easier for everyone. However, your plan will run into snags. We'll look at some basic ways that you can address issues. Participants will also have the opportunity to discuss common scenarios and possible solutions.

A Policies and Procedures Checklist

To wrap up the workshop, we'll look at some policies and procedures that you may want to have in place to manage technology efficiently.

Workshop Wrap-Up

At the end of the day, students will have an opportunity to ask questions and fill out an action plan.

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PMI RMP Risk Management

Duration 3 Days

Course Description

This course is excellent not only as a preparation course for the RMP exam, but most importantly to learn a Framework for Risk Management. Risk is Inherent in everything that we do and it's therefore no surprise that risk management holds a high level of importance within Project Management. This course offers an overview of project risk and risk management in a combination of hands on and lecture learning formats, and is geared towards preparing students for writing the PMI Risk Professional Management examination.

Prerequisites: A working knowledge of project management or strong familiarity with a guide to the Project Management Body of Knowledge (PMBOK Guide, 4th Edition)

Course Objectives

Introduction to Risk Management

- Classifying Risk
- The Project Environment
- Approach to Risk Management
- Project Risk Management Knowledge area
- Introduction to Project Risk
- Risk Credential Overview

Risk Management Planning

- Risk Management Plan Contents
- Generate the Risk Management Plan
- Risk Register
- Risk Register Contents
- Risk Register Resources
- Managing the Risk Register

Communication and Leadership

- Building a communication Foundation
- Communication types and methods
- Calculating Communication channels
- Management Theories
- Gathering and Identifying Risks
- Gathering Project Risks
- Identify Risks
- Identify Risks: Tools and Techniques

Risk Analysis

- Risk Analysis Overview
- Perform Qualitative Risk Analysis
- Documenting Trends
- Perform Qualitative Risk Analysis

Executing and Monitoring Risk

- Building a Risk Response Plan
- Risk Response Overview
- Plan Risk Response
- Risk Response Strategies
- Risk Response Planning
- Monitor and Control Risk
- Monitoring Risks

BMAK Business and Technology Consultants Inc Training Division

Project Management Unleashed (Five one day Project Management course - 35 PDU's)

Project Scope Management

- Scope Planning
- Scope Definition
- Create WBS
- Scope Verification
- Scope Control

Project Risk Management

- Risk Management Planning
- Risk Identification
- Qualitative Risk Analysis
- Quantitative Risk Analysis
- Risk Response Planning
- Risk Monitoring and Control

Project Cost Management

- Cost Estimating
- Cost Budgeting
- Cost Control

Project Time Management

- Activity Definition
- Activity Sequencing
- Activity Resource Estimate
- Activity Duration Estimating
- Schedule Development
- Schedule Control

Project Human Resource Management

Human Resource Planning

- Acquire Project Team
- Develop Project Team
- Manage Project Team