

EIC TRAINING



2015

**Technical
Workshops**



**Industry
Overviews**



**Business and
Management**



**Health, Safety
and Environment**



WELCOME

EIC Training is now in its tenth year. During this time it has helped hundreds of member companies overcome the skills challenge.

EIC Training is unique. Our programme is developed by engineers and industry experts, whose years of 'hands-on' industry experience have given them the knowledge to deliver the most relevant training.

The EIC is an Approved Training Provider of the Energy Institute and has also been awarded CPD certification on a range of its training courses, which confirms the courses meet the high standards set by these institutes.

The EIC Training programme is global with courses now being offered by our offices in Dubai, Houston, Rio de Janeiro and Kuala Lumpur.

EIC Training has partnered with the Engineering Development Trust (EDT) and the Engineering Construction Industry Training Board (ECITB) to support graduates and apprentices in their development via our training programme.

EIC Training is available for 'in-house' delivery at your premises and can be tailored to suit your requirements. This is a more cost effective option for providing training to a large number of staff.

For more information on courses and dates available, please see our schedule at the back of the brochure.

Technical Workshops



The one-day Technical Workshops take the form of presentations and many offer a site tour where held at the premises of manufacturing companies, enabling attendees to gain hands-on experience of a wide range of equipment and products.

Business and Management



Business and Management courses are delivered by experienced industry instructors who use a range of methods in order to engage attendees, including role-play, case studies, scenarios, group discussion and assignments.

Industry Overviews



Industry Overviews are one-day courses which provide an overview of a particular sector, designed for those new to the industry or those in non-technical roles. These courses are delivered by instructors with considerable experience in the industry.

Health, Safety and Environment



Health, Safety and Environment (HSE) courses provide guidance and direction on a range of HSE topics. This training may benefit those with a responsibility for compliance with UK and European legislation.

Energy Institute

The EIC is an Approved Training Provider of the Energy Institute. This acts as a mark of assurance that the courses meet the high standard set by the Energy Institute and ensures independent quality assurance.



APPROVED TRAINING PROVIDER

CPD Certification

EIC courses have been awarded CPD certification. This endorses the events as courses which conform to industry wide CPD principles.



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IN-HOUSE TRAINING

In-house training involves bringing an instructor to a location of choice to deliver a customised training programme for a group of employees.

One of the main benefits for employers is the ability to control when the training takes place, scheduling it so that it minimises the impact on their business.

Instructors are able to modify training material to meet business needs and focus on company issues to make the learning relevant.

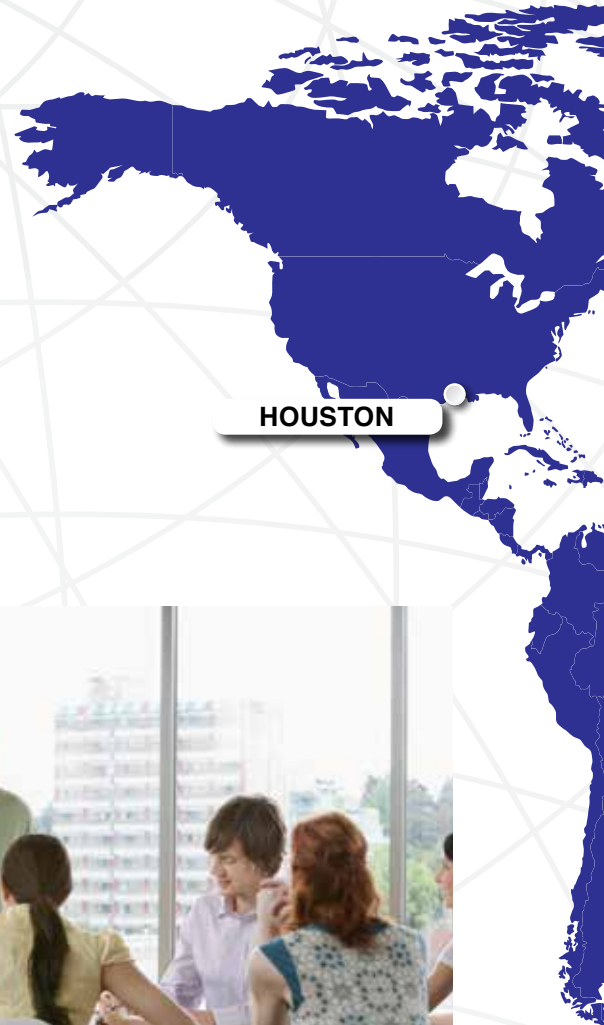
The EIC's in-house training service enables delivery of a tailored version of many of its courses at your premises, via all of our worldwide locations; a more cost effective and time efficient way of conducting training for a large number of staff.

Negotiation Skills

“Our personnel found this course to be very informative and the skills learned will be useful for future negotiations. The trainer was excellent, very engaging and there was a lot of role play/interaction between the attendees which made the day more meaningful and enjoyable for everyone.

“As a company, when we have a training need for a number of personnel, an in-house course works very well and makes maximum use of the time available with the minimum of disruption and time away from the office so we will certainly consider this option again.”

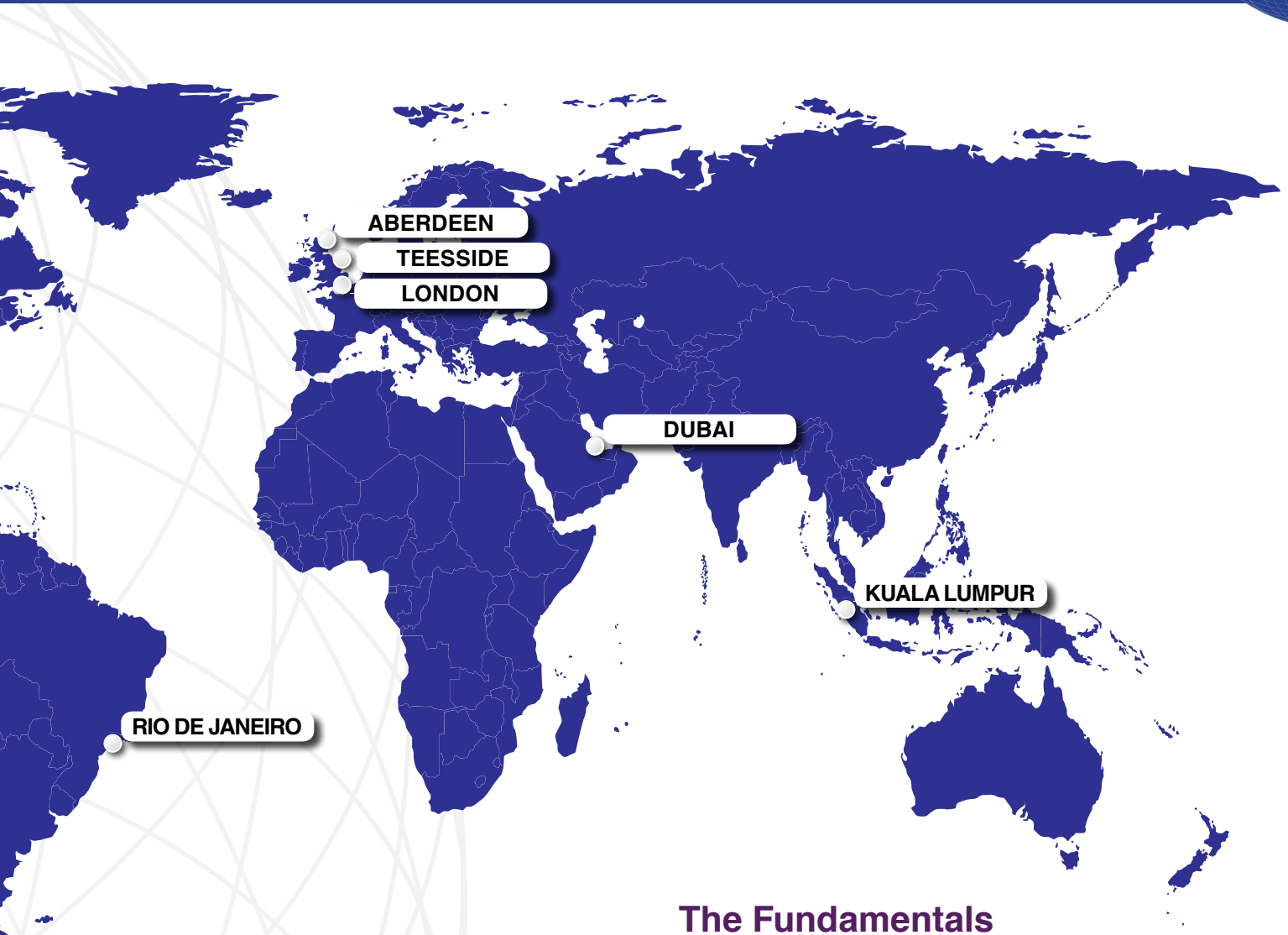
Christine Hooper – Boustead International Heaters Ltd



Companies which benefited from in-house training in 2014

Boustead International Heaters
British High Commission
Centrica Energy
Deborah Services
Howden Compressors
JDR Cables
John Crane
Pacson
Petrofac Engineering & Consulting
Wika Instruments

TRAINING LOCATIONS



The Fundamentals of Oil & Gas

“The session delivered what was expected – a beginner’s guide to the industry.”

*Richard Cox – British High
Commission, Kampala*

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TECHNICAL WORKSHOPS

AN INTRODUCTION TO CENTRIFUGAL PUMP DESIGN & MANUFACTURE

Hosted by:
SPP Pumps



UK



Who should attend: Managers, engineers, graduates, operators, maintenance and other personnel requiring general centrifugal pump familiarisation, specifically in the areas of specification, design engineering and testing of centrifugal pumps.

Overview: This workshop has been designed for those new to centrifugal pump applications, or for individuals who are involved with centrifugal pumps but have received no formal training in this area.

The training will enable an appreciation of centrifugal pumps from the initial selection of the pump hydraulics and mechanical design, to the manufacturing and testing of the product. Appreciation of manufacture, assembly and testing will also be provided via a works tour that will guide attendees through the facilities.

On completion, the attendee will have a thorough understanding of

- Major pump components;
- The function of key components;
- The key parameters in selecting a centrifugal pump;
- The components needed to package a pump;
- The different centrifugal pump types;
- Pump applications for API 610, NFPA 20;
- The basics of mechanical and soft packed seals.

AN INTRODUCTION TO COMPRESSORS

Hosted by:
Siemens



UK



Who should attend: Engineers and other personnel involved in designing, specifying and using compressors, and for those who wish to obtain a better understanding of compressors and compressor drives. Knowledge of basic engineering principles and compressors is assumed.

Overview: The workshop provides attendees with a general understanding of the inner workings of compressors and basics of compressor drives. The workshop highlights include overviews about Integrally Geared Compressors, Single Shaft Compressors and Axial-Radial Compressors. A factory tour will enable the participants to familiarise themselves with the equipment from a manufacturing and assembly point of view.

On completion, the attendee will have a thorough understanding of

- The thermodynamical and mechanical aspects of Single Shaft Compressors;
- The thermodynamical and mechanical aspects of Gear Type Compressors;
- The thermodynamical and mechanical aspects of Axial/Axial Radial Compressors.



AN INTRODUCTION TO CONTROL VALVES

Hosted by:
Severn Glocon
Group



UK



Who should attend: Engineers, graduates and personnel from operations and maintenance who want to have a basic understanding of the design and construction, selection process and application of control and choke valves. It is suitable for anyone involved in the specification of control and choke valves or their use in the process.

Overview: This workshop provides an overview of control and choke valve types, materials, trim configurations and their selection criteria as well as the role of valve mounted instrumentation. It also looks at the 'severe service' considerations of valve selection. Using practical examples, the course examines the pitfalls of poor specification and selection.

The workshop aims to provide a level of understanding that will benefit the attendee in their day-to-day dealings with control and choke valves as well as an appreciation of the challenges provided by certain valve applications and the solutions available.

On completion, the attendee will have a thorough understanding of

- The specific attributes of common valve styles and trim configurations;
- The common standards and directives applicable to control and choke valve design and testing;
- Suitable valves for given applications, selecting valve, actuator and material combinations capable of satisfying the application;
- Severe service applications and an awareness of the specific approach required in specifying a solution.

AN INTRODUCTION TO ELECTRIC MOTORS

Hosted by:
ATB Laurence
Scott



UK

Who should attend: Graduates, engineers, maintenance engineers, plant operators and managers who require a basic understanding of criteria for specification or safe operation of high voltage induction motors. Individuals new to the field or who require general awareness, either for operational purposes or fundamental maintenance operations.

Overview: Current design principles, materials and methods employed in manufacture. The workshop will provide a comprehensive understanding of the prime requirements needed when specifying for procurement purposes, particularly for those involved in specifying or acquiring HV induction motors as prime movers for pump, compressor or fan applications.

Attendees will gain a better understanding of the manufacturing processes employed, including general familiarisation of all aspects involved in the production of the major constituent parts of an induction motor.

On completion, the attendee will have a thorough understanding of

- All major motor components;
- The different starting methods employed by induction motors;
- The operational constraints imposed by duty and system restrictions;
- How to qualify and understand the operational requirement for protective devices on motors;
- Hazardous environment specification criteria.



TECHNICAL WORKSHOPS

AN INTRODUCTION TO FPSOs

Hosted by:
The EIC



UK, Houston,
Rio de Janeiro,
Kuala Lumpur



Who should attend: Those new to the industry or non-technicals who would like an overview of floating production, storage and offtake systems (FPSOs).

Overview: This one-day workshop examines the fundamental key components of FPSO technology and deployment, including FPSO design, systems development, subsea engineering, operations and export activities.

Across the world, petroleum production faces problems such as fields in ever deeper water depths and very small reserves which are uneconomic to exploit by conventional fixed platform approaches. A fixed installation may not be technically feasible in particularly challenging locations where a floating unit would offer the best solution.

FPSOs are capable of meeting the above challenges. They are used widely around the world and represent one of the fastest-growing sectors in the industry.

On completion, the attendee will have a thorough understanding of

- The significant advantages FPSOs have over fixed production platforms;
- How FPSOs are designed and operate;
- The requirements for FPSO Turret Moorings in harsh weather;
- The connection between Subsea Production Systems and Floating FPSO Hosts;
- The basic elements of FPSOs Topsides Processing;
- The exporting requirements for Tanker exports from FPSOs.

AN INTRODUCTION TO PETROLEUM & DRILLING ENGINEERING

Hosted by:
The EIC



UK



Who should attend: Executive officers and senior managers, as well as sales, accounting and administrative personnel from oil and gas operating companies or supplier and service organisations.

Overview: This one-day workshop will cover petroleum and drilling engineering using a combination of short lectures, class discussions, videos, animations and class exercises.

On completion, the attendee will have a thorough understanding of

- The nature and occurrence of oil and gas reservoirs;
- What is involved in drilling a well;
- When to stop drilling and move forward with development;
- What is involved in development planning for an oil and gas field;
- How a well flows;
- What can go wrong with wells and equipment and how to put it right.



AN INTRODUCTION TO SHALE GAS

Hosted by:
The EIC



UK



Who should attend: Technical and commercial employees wishing to develop their global knowledge in this new area of specialisation. It is also designed for new starters, recent recruits and graduates; experts working on a temporary basis in the industry; specialists needing a wider understanding; and professionals working alongside the industry

Overview: This comprehensive one-day workshop on how the shale gas industry works will explore the challenges facing the industry and will enable participants to understand the technological, geological, economic and environmental aspects of shale gas.

On completion, the attendee will have a thorough understanding of

- Unconventional gas resources and their distribution;
- The shale gas industry in North America, Europe, South Africa, Asia and Australia;
- Shale gas economics;
- Drilling and hydraulic fracturing techniques;
- Environmental issues regarding shale gas exploration and production;
- The opportunities and challenges for unconventional gas.

AN INTRODUCTION TO STEAM & CONDENSATE SYSTEMS

Hosted by:
Spirax Sarco



UK



Who should attend: Engineers, graduates and other personnel requiring general steam and condensate systems familiarisation, specifically in the areas of process steam and condensate recovery.

Overview: This workshop has been designed for individuals who are new to, or are requiring awareness of, steam and condensate systems in the fields of engineering, operation and maintenance fundamentals.

The workshop provides attendees with a general understanding of the basic working knowledge of steam and condensate systems and associate equipment and also the underlying engineering principles from which they are designed.

It will cover the basic theory of steam fundamentals and good practice of steam distribution and steam traps. It will also discuss pressure reducing valves, safety valves and condensate recovery.

On completion, the attendee will have a thorough understanding of

- How to locate and identify all major components in steam and condensate systems;
- How to recognise the function and purpose of these components;
- How to understand and trace essential fluids flow paths of steam and condensate systems;
- How to describe pressure reduction and condensate recovery.



TECHNICAL WORKSHOPS

AN INTRODUCTION TO STEAM TURBINE TECHNOLOGIES

<p>Hosted by: Dresser-Rand</p> <p>DRESSER-RAND</p>	<p>Who should attend: Managers, engineers, graduates and other personnel requiring general steam turbine familiarisation. The workshop particularly focuses on the specification, engineering operation and maintenance of steam turbines.</p>	<p>On completion, the attendee will have a thorough understanding of</p> <ul style="list-style-type: none">• Different types of steam turbines and their applications;• Major components within steam turbines;• Selection principals;• Testing, operation and maintenance of steam turbines.
<p>UK</p>	<p>Overview: The workshop provides attendees with a general understanding of the inner workings of steam turbines and the underlying engineering principles from which they are designed.</p>	
<p>Siemens</p> <p>SIEMENS</p>	<p>The workshop is intended to provide an overview of steam turbine technology and engineering features, operations and maintenance concepts to engineering and management staff.</p>	
<p>Rio de Janeiro</p>	<p>The workshop will also include a factory tour for the attendees to learn and understand the process of manufacturing, assembly, quality assurance and testing involved in the delivery of the finished product.</p>	
<p>CPD CERTIFIED The CPD Certification Service</p>		

AN INTRODUCTION TO PIPE SUPPORTS

<p>Hosted by: Carpenter & Paterson</p> <p>Carpenter & Paterson Ltd Pipe Support Solutions Worldwide</p>	<p>Who should attend: Engineers, graduates and other personnel involved in the specification, design, verification, operation and maintenance of pipelines or piping systems.</p>	<p>On completion, the attendee will have a thorough understanding of</p> <ul style="list-style-type: none">• Why pipe supports are used;• The different types, uses and selection of spring supports;• The different types of dynamic supports and when to use them;• The uses and types of low friction supports;• A range of cryogenic supports and when to use them;• Witch Hanger & MDS Interface software;• Installation, safety implications and problems that might be encountered.
<p>UK</p>	<p>Overview: This one-day workshop will look at the varied range of supports available and their different uses and applications including how to select the correct support for their needs. A demonstration will be given of the Witch Hanger Design Software and also the interface with PDMS Multi Disciplined Support package.</p>	
<p>CPD CERTIFIED The CPD Certification Service</p>	<p>In the afternoon, attendees will discover how different supports are installed and also what to look for when inspecting supports in situ. Finally, they will be shown how the many different types of supports are manufactured in the C&P workshop.</p>	



AN INTRODUCTION TO GAS TURBINES

Hosted by:
Siemens

SIEMENS

UK,
Rio de Janeiro



Who should attend: Managers, engineers, graduates, operators, maintenance and other personnel requiring general gas turbine familiarisation, specifically in the areas of specification, engineering, operation and maintenance of industrial gas turbine engines. Some understanding of basic engineering principles is assumed.

Overview: Understanding of the inner workings of gas turbines and the underlying engineering principles from which they are designed. Gas turbine technology, engineering features, operations and maintenance concepts to engineering and management staff. A number of topics will be covered, including engineering and thermodynamic principles, materials, metallurgy and cooling and auxiliary equipment and modules. It will also provide an overview of turbo controls and operation.

The workshop visit will include a close look at the core engines assemblies and demonstration of the controls system.

On completion, the attendee will have a thorough understanding of

- All major gas turbine components;
- The function and purpose of components of a gas turbine;
- Essential fluids flow paths, lube oil, air, fuel and water of mechanical systems;
- Gas turbine applications and key operating issues.

AN INTRODUCTION TO ENERGY FROM WASTE

Hosted by:
Grundon Waste Management Ltd



UK

Who should attend: Managers, engineers, graduates, operators, maintenance and other personnel who are new to or require insight into the energy from waste industry.

Overview: This half-day event will enable attendees to gain an appreciation of the fundamentals involved in the energy from waste industry including relevant terminology.

There will be a presentation which provides an overview of the plant and how it works, the construction of the plant, the cost, and design capacity.

Following the presentation there will be a tour around the plant with the opportunity to ask questions.

On completion, the attendee will have a thorough understanding of

- Control technology;
- Abatement system;
- Pollution control;
- Managing environmental impact;
- Being green;
- Making use of waste.



TECHNICAL WORKSHOPS

AN INTRODUCTION TO SHIPBUILDING

Hosted by:
The EIC



Rio de Janeiro

Who should attend: Technical staff, graduates, students, teachers, suppliers and everyone interested in acquiring basic knowledge of shipbuilding or interested in getting an overview of the basic principles of shipbuilding.

Overview: The workshop will provide a basic understanding of shipbuilding, focusing on technical aspects, equipment, systems and the Brazilian market and shipyards.

On completion, the attendee will have a thorough understanding of

- Brazilian naval architecture;
- The main types of vessels, systems, equipment and components;
- The main shipyards in Brazil and their production systems;
- The rules and regulations pertaining to the naval segment, both national and international.

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THE FUNDAMENTALS OF NUCLEAR

Hosted by:
The EIC



UK



Who should attend: This course has been designed for industry practitioners from a variety of sectors who wish to better understand the nuclear industry and its potential opportunities.

Overview: The course is intended to be an introduction to those who have not previously worked in or for the nuclear industry but perhaps would like to become involved with the 'nuclear renaissance' that is being experienced around the world.

On completion, the attendee will have a thorough understanding of

- Radioactivity;
- The nuclear fuel cycle;
- Nuclear power generation;
- Reprocessing;
- Decommissioning;
- Waste management;
- Regulation.

THE FUNDAMENTALS OF LNG

Hosted by:
The EIC



UK, Houston



Who should attend: Technical and non-technical professionals, and suppliers to the LNG industry to give a broad knowledge of the processes involved and the technical/commercial issues affecting the business. It is also suitable for managers with specific knowledge of parts of the LNG business to gain a broader understanding of the overall LNG value chain, and new entrants to the LNG business for an understanding of scope and size of the business and the activities involved. This course would also benefit those working in sales and finance as well as non-technical staff who require an overview of the LNG business, or anyone requiring an understanding of how the LNG industry works.

Overview: The scope and size of the LNG industry, the value chain elements, the basic technologies involved, a commercial understanding of the value chain elements and the complexities involved in developing an LNG project.

On completion, the attendee will have a thorough understanding of

- Liquefaction;
- Shipping;
- Terminal/Regasification;
- Plants worldwide;
- Markets/Trade;
- Project development;
- Commercial issues.



INDUSTRY OVERVIEWS

THE FUNDAMENTALS OF OIL & GAS

Hosted by:
The EIC



UK, Dubai,
Rio de Janeiro



Who should attend: Graduates and other newcomers to the industry with technical, non-technical or commercial backgrounds who have limited experience and wish to improve their familiarity with some of the processes involved.

Overview: Five course modules introduce the participants to the fundamentals of the oil and gas industry.

The sessions follow the molecules through their journey from wellhead to a range of diverse applications. This will include the search for oil and gas, its extraction, processing, transportation and refining.

It will also examine future developments in the oil and gas industry.

On completion, the attendee will have a thorough understanding of

- How oil and gas are formed and where they are found;
- The types of oil and gas deposits;
- Exploration and production, operations, structures and costs;
- The processing of oil and gas;
- The transportation and refining process;
- Health and safety in the operating environment.

THE FUNDAMENTALS OF POWER

Hosted by:
E.ON UK



UK

The EIC



Rio de Janeiro



Who should attend: Managers, engineers, graduates, operators, maintenance and other personnel who are new to or are requiring insight into the modern power generation industry. Those from technical, non-technical and commercial backgrounds, who have limited experience and wish to improve their familiarity with some of the systems involved.

Overview: This one day course will enable delegates to gain an appreciation of the fundamentals involved in the power generation industry and provide an appreciation of how a modern day power plant works. It will provide a definition of terms used in the industry and discuss the energy conversion process as well as the systems found on power stations. Topics also include systems efficiency, comparison between conventional and CCGT plant and alternative sources. Attendees will also learn about electrical plant and systems, and the role of transmission and distribution systems.

On completion, the attendee will have a thorough understanding of

- The terms used in the industry;
- The energy conversion process;
- The systems found on power stations;
- The comparisons between conventional and CCGT plant;
- Renewable and alternative energy sources;
- The role of transmission and distribution systems.



THE FUNDAMENTALS OF REFINING AND PETROCHEMICALS

Hosted by:
The EIC



UK, Dubai



Who should attend: Managers, engineers, graduates, operators and other personnel who are new or are requiring insight into the refining and petrochemicals industry. The course will provide an excellent overview for people from technical, non-technical and commercial backgrounds, who have limited experience and wish to improve their familiarity with the sector.

Overview: This one-day course will enable delegates to gain an appreciation of the fundamentals involved in the refining and petrochemicals industry. Delegates will gain insight into the key processes and commercial fundamentals behind modern day refineries and petrochemical complexes.

On completion, the attendee will have a thorough understanding of

- The terms used in the industry;
- The refinery and petrochemical business;
- The technology and design philosophy behind Refineries and Petrochemical plants;
- Present, future and challenges of the refining and petrochemicals business.

THE FUNDAMENTALS OF SUBSEA

Hosted by:
The EIC



UK, Houston,
Rio de Janeiro,
Kuala Lumpur



Who should attend: Anyone new to the oil and gas industry as well as those who have not received any formal training. Those from operating companies or supplier and service organisations may also find this course beneficial.

Overview: Subsea Production involves two main topics – Subsea Production Systems (Wellheads, Trees, Manifolds and Subsea Controls) and Umbilicals, Flowlines and Risers. These collectively carry the reservoir fluids from the production wells to the Production host for processing and export. As the search for oil pushes field developments into increasingly deep waters which are both hostile and isolated, subsea engineering technology has to develop techniques to meet these even more challenging environments.

This one-day course provides an overview of the key components of subsea engineering including flow assurance, reliability and maintenance.

On completion, the attendee will have a thorough understanding of

- The basics of subsea oil and gas production facilities, their working principles and field requirements;
- The issues and solutions to flow assurance;
- The functions of subsea engineering components, their installation and operation;
- How the individual components link together and systems design;
- The importance of installation and maintenance.



INDUSTRY OVERVIEWS

THE FUNDAMENTALS OF DOWNSTREAM

Hosted by:
The EIC



Rio de Janeiro

Who should attend: Managers, engineers, graduates, operators and other personnel who are new or are requiring insight into the Refining and Petrochemicals industry. The workshop will provide an excellent overview for people from technical, non-technical and commercial backgrounds, who have limited experience and wish to improve their familiarity with some of the systems and technologies involved.

Overview: This one-day course will enable delegates to gain an appreciation of the fundamentals involved in the refining process, considering the main aspects of setup, operation and purpose of refineries. This training will also provide knowledge about the Brazilian distribution system and the transport of the oil by-products allowing delegates to have an overview of the subject, facilitating their involvement and performance in this segment.

On completion, the attendee will have a thorough understanding of

- The terms used in the industry;
- Familiarity with refinery and distribution business;
- Technology and design philosophy behind refineries;
- Brazilian refining and distribution system.

THE FUNDAMENTALS OF UPSTREAM AND REGULATORY ASPECTS

Hosted by:
The EIC



Rio de Janeiro

Who should attend: Technical staff, graduates, suppliers and oil and gas professionals at all levels of responsibility. Everyone interested in acquiring basic information about exploration, development and production for oil and gas will find this beneficial.

Overview: The course is organised into two parts in order to better introduce the basic topics of Upstream and regulatory aspects relevant to the Brazilian oil and gas market. The first part of this course is focused on the fundamentals of oil and gas engineering, exploration and production and sector opportunities. The second part is an overview of Brazilian regulatory aspects, types of exploration contracts, bidding rules and main demands for the oil and gas sector.

On completion, the attendee will have a thorough understanding of

- The main activities regarding exploration and production in the oil and gas sector;
- The basic principal of oil engineering;
- Sector regulation and local content basics.





THE EFFECTIVE MANAGER

Hosted by:
The EIC



UK

Who should attend: Engineers and others who have recently been promoted and are required to manage others in a team leader or supervisory role. This course is also suitable for more experienced managers who have not had formal training.

Overview: This course will bring into focus the aspects which are required to manage a team or an individual. It will enable delegates to examine their management style and understand how this style affects others in their team. It introduces different styles and provides a range of management tools including delegation, prioritisation and giving feedback.

A range of different learning methods will be used, including questionnaires, group discussion and interactive exercises.

On completion, the attendee will have a thorough understanding of

- How to identify the role of a team leader and their priorities;
- How to identify own management style;
- How to develop focused coaching skills;
- A range of tools to modify behaviour when dealing with 'difficult people';
- Motivational interviewing skills;
- How to get delegation fundamentals back in the workplace;
- The skills required to give feedback.

THE EFFECTIVE PA

Hosted by:
The EIC



UK

Who should attend: PAs or Office Managers who wish to gain practical ideas that can be implemented immediately.

Overview: The roles of PA and Office Manager are challenging. Individuals working in these roles have to influence a lot of people but do not necessarily have the power to tell them what to do. This course develops practical ideas that can be used straight away. Attendees will also be able to network with peers to share best practice.


On completion, the attendee will have a thorough understanding of

- The different personality types and how to adapt to these different types;
- A model of prioritisation and practice;
- Assertiveness techniques;
- How to improve abilities as a PA/Office Manager.




BUSINESS AND MANAGEMENT

KEY ACCOUNT MANAGEMENT

<p>Hosted by: Change Creation</p>  <p>UK</p>	<p>Who should attend: National/Key Account Managers, or those who aspire to a Key Account Manager role in the near future.</p> <p>Overview: In today's increasingly competitive business environment, it is critical that organisations not only win new customers but also maintain and develop their existing client base.</p> <p>This course is designed to equip sales professionals with the necessary knowledge, skills and behaviour to operate more effectively in order to maximise sales and profit in a competitive market. This course will be delivered through formal input, open discussion and personal reflection.</p>	<p>On completion, the attendee will have a thorough understanding of</p> <ul style="list-style-type: none">• The roles, responsibilities and behaviours of a Key Account Manager;• What constitutes current best practice;• An account plan utilising clear and measurable objective setting;• How to conduct skilled, structured customer call interviews utilising persuasive selling techniques;• How to develop a measurable action plan based on awareness of personal development needs.
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FINANCE FOR THE NON-FINANCE MANAGER

<p>Hosted by: Neos Learning</p>  <p>UK</p>	<p>Who should attend: Managers who have responsibility for a budget and for business expenditure.</p> <p>Overview: The course will demystify finance – the terminology, the difference between 'capital' and 'revenue', why the finances of a business run as they do, and it will consider how a business operates from a financial perspective.</p> <p>This course looks at the essentials of getting budgeting right. For revenue expenditure, it considers cost control and different approaches with different types of cost, and for capital expenditure it explains and explores business capital appraisal.</p>	<p>On completion, the attendee will have a thorough understanding of</p> <ul style="list-style-type: none">• Where finance fits within a business;• A business from a financial perspective;• The purpose and drivers of correct budgeting;• Six different types of cost and the top tips for ensuring control of each;• Payback, Net Present Value and Internal Rate of Return.
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DEVELOPING A BUSINESS CASE

Hosted by:
Neos Learning



UK

Who should attend: Managers who have responsibility for making convincing cases for business investment or decisions.

Overview: The presentation of a business case fulfils several key functions, which will be explored throughout this course. The course also shows a variety of ways to consider and convince with a case, including; presentation of risk and risk mitigation and understanding and presenting the financial costs and benefits.

On completion, the attendee will have a thorough understanding of

- The full range of purposes of a business case, and how to meet them;
- The financial analysis of a case – payback. Net Present Value (NPV) and Internal Rate of Return (IRR);
- A range of templates to help build a convincing case;
- How other people view the case and therefore how to convince them.

COMMERCIAL AWARENESS

Hosted by:
Neos Learning



UK

Who should attend: Managers who have responsibility for a budget and business expenditure.

Overview: 'Commercial' thinking is a combination of:

- The big picture of the market in which you are operating and the customer's perspective
- The big picture of your organisation (the opposite of silo thinking) – both internally (how you operate) and externally (e.g. shareholder expectations)
- Marketing – what it is, how to use it and how to seek superior performance
- Finance and the full financial consequences of potential actions
- Strategy, both at macro level (whole business) and micro level (product, brand or department)

This one-day course considers each of these areas.


On completion, the attendee will have a thorough understanding of

- The big picture of the market in which they're operating in, and the customer's perspective;
- The big picture of their organisation, both internally and externally;
- Marketing – what it is, how to use it and how to seek superior performance;
- Finance and the full financial consequences of potential actions;
- Strategy, both at macro level and micro level.





BUSINESS AND MANAGEMENT

NETWORKING THAT WORKS

<p>Hosted by: The Really Great Training Company</p>  <p>UK</p>	<p>Who should attend: Industry professionals who want to win more work for their company. This course will also suit individuals who want to become confident and effective networkers.</p> <p>Overview: Very few people like networking and yet most would describe themselves as sociable individuals who enjoy the company of others and can relax, chat and get on with almost anyone. It's just that networking seems so false, so contrived and therefore just a little bit awkward and even a little worrying, which is why so many people at networking events simply end up chatting to people they know really well already.</p> <p>This course will furnish you with practical, down to earth, realistic tips and pointers to make sure you get more from your networking.</p>	<p>On completion, the attendee will have a thorough understanding of</p> <ul style="list-style-type: none">• How to get focused and target the right networks;• How to get on with anyone – really quickly;• How to make small talk, practice listening and body language;• The practicalities: moving in, moving on and remembering names;• How to transform from networker to connector.
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NEGOTIATION SKILLS

<p>Hosted by: Made to Measure Training</p>  <p>UK</p> <p>Eton Institute</p>  <p>Dubai</p>	<p>Who should attend: Director-level and Senior Management, through to less experienced staff wishing to improve their negotiation skills. The skills learned will be of benefit to both technical and commercial disciplines not only when dealing with clients and suppliers but also when dealing with colleagues or employees.</p> <p>Overview: The course is designed to improve negotiation skills through a variety of exercises. It looks at preparation, planning, signals and proposals and bargaining.</p> <p>The course will cover seven steps to prepare thoroughly for a negotiation, how to plan a strategy to suit the specifics of your negotiation and how to identify and use power sources. Attendees will also review feedback from three negotiation practice sessions and will be able to recognise five stages of a negotiation process.</p>	<p>On completion, the attendee will have a thorough understanding of</p> <ul style="list-style-type: none">• How to define negotiation;• How to prepare to negotiate;• Planning, priorities and styles;• How to develop core skills and effective behaviour;• How to approach proposals;• Bargaining techniques.
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UNDERSTANDING PROJECT MANAGEMENT

Hosted by:
The EIC



UK

Who should attend: Engineers and other personnel who need a basic understanding of project management to be more effective in the workplace. It is also suitable for those who are considering becoming a project manager.

Overview: This three-day course will use a simple project life cycle model to explain project management activity and output at different points in the project's life, and will focus on good practice and danger areas.

The course has general applicability, as it is not specific to industry, company or project management methodology, and will not cover the use of proprietary project management tools. The ideas will be explored using a case study. Part of the course will involve working in small groups to perform classroom exercises.

On completion, the attendee will have a thorough understanding of

- How to recognise the characteristics of a project;
- Identifying project risk;
- Undertaking financial analysis of a project;
- How to define goals and objectives, the scope and work breakdown;
- How to plan a project, deliverables, tasks, estimating, critical path, cost plans;
- How to execute a project; track, report and review.

TECHNICAL REPORT WRITING

Hosted by:
Rothera Group



UK

Who should attend: Technical professionals who need to write reports – engineers, scientists, consultants, technicians, chemists, etc.

Overview: This course will develop and improve the technical report writing skills of attendees. A carefully structured training programme, with focused and practical writing exercises, will give members the skills and tools they need to produce effective documents that deliver a clear and succinct message.


On completion, the attendee will have a thorough understanding of

- Why effective writing is so important;
- How to get the message across to the reader;
- Writing without technical and management jargon;
- The principles of clear technical writing;
- The role of diagrams;
- Report planning and structuring;
- Sentence and paragraph structure, punctuation and editing.





BUSINESS AND MANAGEMENT

TENDERING FOR SUCCESS: HOW TO WRITE WINNING BIDS


<p>Hosted by: Rothera Group</p>  <p>UK</p>	<p>Who should attend: Sales Directors, Bid Managers, Estimating Managers, Marketing Managers, Financial Controllers, Managing Directors and anyone involved in writing tenders or managing bid teams.</p> <p>Overview: This course will give delegates an understanding of the bid management process and a structure which can be used to produce high-impact, customer facing tenders. The course will cover a variety of areas, including amongst others: selecting work to bid for; making it customer focused; how to sell at higher prices; and beating the competition.</p>	<p>On completion, the attendee will have a thorough understanding of</p> <ul style="list-style-type: none">• Using a resource efficient structure;• Incorporating different customer requirements;• Using planning tools, compliance matrices and win themes;• Using evaluation criteria to gain competitive advantage;• Managing the bid production process.
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PRESENTATION SKILLS


<p>Hosted by: Made to Measure Training</p>  <p>UK</p> <p>The EIC</p>  <p>Dubai</p>	<p>Who should attend: Anyone who is required to give presentations and would like to deliver them with impact.</p> <p>Overview: This course will make clear the difference between great and average presentations. It will use a range of different learning methods including concept presentations, group discussion and interactive exercises. Finally, it will enable delegates to benchmark their presentations against a series of criteria for excellence and offer an opportunity to raise their own 'presentation' standards through practice.</p>	<p>On completion, the attendee will have a thorough understanding of</p> <ul style="list-style-type: none">• Effective presentation aims;• Presentation milestones to move towards an aim;• How to analyse an audience and tailor messages to aid recall;• Memory techniques to look and sound professional and engage the audience;• How to deliver a presentation and receive feedback.
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UNDERSTANDING LETTERS OF CREDIT AND INCOTERMS

<p>Hosted by: The Institute of Export</p>  <p>UK</p>	<p>Who should attend: Key personnel engaged in the Letters of Credit (L/C) process and international trade procedures. This includes Export Sales, Purchasing Managers, Finance Teams, Project Managers, Export Administrators, Customer Services and Shipping.</p> <p>Overview: This course has been specifically designed to help exporting companies to reduce the significant risks and costs associated with L/C received from buyers in new, difficult and emerging markets.</p> <p>Delegates will learn how to negotiate the most favourable L/C terms for their business, avoid unnecessary and costly amendments and discrepancies, and present documents which comply with the L/C terms. They will also learn how to select the most appropriate Incoterm rule for the mode of transport used and how to avoid potentially costly pitfalls and risks.</p>	<p>On completion, the attendee will have a thorough understanding of</p> <ul style="list-style-type: none"> • Identifying and assessing key export risks; • Alternative methods of payment; • Letters of Credit – setting the scene; • Practical Letters of Credit; • The Rules: UCP 600 & ISBP; • Preparing and checking documents; • Incoterms 2010 – the rules in detail, and putting it into practice.
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TIME MANAGEMENT

<p>Hosted by: Made to Measure Training</p>  <p>UK</p>	<p>Who should attend: Anyone who needs to introduce effective time management skills into their working life or refresh their current skills.</p> <p>Overview: In today's high pressured business environment, time is becoming a limited and expensive resource. Effective time management is critical to the achievement of business and personal objectives and key tasks.</p> <p>In order to fulfil company commitment toward CPD, this workshop concentrates on the knowledge, skills and behaviour necessary for attendees to develop new ways of managing themselves, and ultimately their time, more efficiently.</p>	<p>On completion, the attendee will have a thorough understanding of</p> <ul style="list-style-type: none"> • The impact of time management; • How to manage stress and time effectively; • How to delegate effectively; • How to cope with distractions.
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BUSINESS AND MANAGEMENT

EMPLOYMENT LAW NEW!

Hosted by:
bto solicitors



UK

Who should attend: Anyone with an interest in current practices and recent updates in employment legislation. Those who manage others may find this especially useful.

Overview: Employment law is constantly changing and evolving. The time and cost for employers spent in dealing with disgruntled employees in the workplace and in defending a claim in the employment tribunal can be inordinate. This essential session will assist you in avoiding such situations and help to ensure that you are well informed to deal with the most topical issues that arise when dealing with staff.

On completion, the attendee will have a thorough understanding of

- Recent developments in topical employment issues employers and staff should be aware of;
- Managing staff when dealing with the recruitment and exit of employees and difficult employees;
- Relevant working time issues including holidays and holiday pay, and issues relating to sick pay and absence;
- Issues inherent in managing a flexible workforce.

AN INTRODUCTION & AWARENESS TO ISO 9001 NEW!

Hosted by:
SGS Academy



UK

Who should attend: Individuals whose organisation is looking to implement ISO 9001 management system or who are looking to gain an understanding of quality management principles to help with continuous improvement of quality processes within their organisation or supply chain.

Overview: The objective of this course is to provide delegates with an overview of the purpose and requirements of ISO 9001:2008 as a tool for business improvement.

On completion, the attendee will have a thorough understanding of

- The purpose and intent of the ISO 9000 series of Standards;
- The requirements of ISO 9001:2008;
- The relationships between the clauses of ISO 9001:2008.



BUSINESS WRITING – LEVEL ONE NEW!

Hosted by:
Eton Institute



Dubai

Who should attend: Both large corporations and small companies need employees with good business skills if they strive for success. Business Writing is an excellent way to assist employees in improving their efficiency and enhance every aspect of the company's social relations.

Overview: Writing is an imperative method of communication for the majority of professionals and an indispensable skill. For most people it's one of the top skills they struggle with and actively seek to improve. This workshop provides a refresher on basic writing concepts and principles (such as spelling, grammar and punctuation) and an overview of the most common business documents and templates (such as proposals, reports, and agendas), giving you that extra edge in the workplace.

On completion, the attendee will have a thorough understanding of

- How to engage the reader: developing clear and interesting writing;
- Raising cultural awareness – the effect of culture on written correspondence;
- How to write persuasive business text;
- How to compose bad-news correspondence that maintains goodwill;
- How to replace uninspiring, bureaucratic writing with sincere, motivating style.

ADVANCED BUSINESS WRITING SKILLS NEW!

Hosted by:
Eton Institute



Dubai

Who should attend: Individuals who are required to provide written documents regularly as part of their work. Attendees are invited to bring documents they are working on as examples.

Overview: This advanced course will provide training on drafting business documents and professional reports, and negotiating deals successfully. Additionally it will train participants to manage their time, organise their priorities and avoid time wasting to increase productivity.


On completion, the attendee will have a thorough understanding of

- How to structure content and communicate effectively;
- How to use positive language;
- How to develop an appropriate style and format for letters, business cards and reports.




BUSINESS AND MANAGEMENT

SUCCESSFUL BUSINESS IN CHALLENGING MARKETS: IRAN & IRAQ NEW!

<p>Hosted by: Control Risks</p>  <p>Dubai</p>	<p>Who should attend: Executives managing complex issues. With expertise built up over many years and supported by the most up-to-date intelligence, this course will equip individuals with the skills, and knowledge to make informed risk based decisions.</p> <p>Overview: This training session will demonstrate best practice to companies considering entering a new market. The session will demonstrate the decision-making process that companies can follow to ensure they maximise rewards and minimise risk. Control Risks will demonstrate a road map of different decision points that companies face, and highlight the different sorts of information, analysis and advice that are required to make informed, risk based decisions at each decision-making point.</p>	<p>On completion, the attendee will have a thorough understanding of</p> <ul style="list-style-type: none">• Opportunity analysis;• Country risk analysis;• Scenario forecasting;• Partner identification and vetting;• Stakeholder agreement;• Proactive corruption risk mitigation;• Building crisis management preparedness.
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SUCCESSFUL BUSINESS IN CHALLENGING MARKETS: LIBYA & NIGERIA NEW!

<p>Hosted by: Control Risks</p>  <p>Dubai</p>	<p>Who should attend: Executives managing complex issues. With expertise built up over many years and supported by the most up-to-date intelligence, this course will equip individuals with the skills, and knowledge to make informed risk based decisions.</p> <p>Overview: This training session will demonstrate best practice to companies considering entering a new market. The session will demonstrate the decision-making process that companies can follow to ensure they maximise rewards and minimise risk. Control Risks will demonstrate a road map of different decision points that companies face, and highlight the different sorts of information, analysis and advice that are required to make informed, risk based decisions at each decision-making point.</p>	<p>On completion, the attendee will have a thorough understanding of</p> <ul style="list-style-type: none">• Opportunity analysis;• Country risk analysis;• Scenario forecasting;• Partner identification and vetting;• Stakeholder agreement;• Proactive corruption risk mitigation;• Building crisis management preparedness.
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UNDERSTANDING LOCAL CONTENT NEW!

Hosted by:
The EIC



Rio de Janeiro

Who should attend: Engineers and managers involved in, or with responsibility for, the management, bidding or contract and procurement areas of companies interested in increasing their participation in the Brazilian market. The course is aimed at everyone interested in acquiring knowledge about Local Content regulations and its implications for the national industry.

Overview: The workshop will focus on the standards that relate to Local Content issues, including; an introduction to Brazilian Local Content; Local Content applications and exceptions; how to calculate Local Content percentage for goods, services and systems; Local Content spreadsheet as a strategic tool; example of solutions founded by ABS Group.

On completion, the attendee will have a thorough understanding of

- Brazilian Local Content;
- Local Content applications and exceptions;
- How to calculate Local Content percentage for goods, services and systems.

Join our mailing list:
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HEALTH, SAFETY AND ENVIRONMENT

AN INTRODUCTION TO THE ATEX DIRECTIVES 94/9/EC AND 1999/92/EC

Hosted by:
Baseefa



UK

Who should attend: Engineers with a responsibility for compliance with UK and European legislation in respect of Ex equipment and installations. It is particularly aimed at those who are new to the field and do not have a deep grounding in Ex techniques.

Overview: The course modules begin with the basic chemistry and physics of explosions, to explain how the various protection concepts work, and then how the protection concepts and the related installation rules fit with the two ATEX Directives and the IECEx international certification scheme.

The course will explain the basics of an explosion, classification of hazardous areas, and selection of equipment and electrical and mechanical protection concepts. It will provide an overview of protective systems and an appreciation of the legal framework of the ATEX Directives 94/9/EC and 1999/92/EC. It will also discuss Conformity Assessment under 94/9/EC and IECEx.

On completion, the attendee will have a thorough understanding of

- The fundamentals of explosions;
- How the protection concepts work;
- The origins of the two ATEX Directives;
- The processes required to satisfy the two ATEX Directives;
- The future impact of international developments.

AN INTRODUCTION TO THE MACHINERY DIRECTIVE 2006/42/EC AND CE MARKING

Hosted by:
Amtri Veritas



UK

Who should attend: Machinery manufacturers, importers of machinery, machinery designers, purchasers, mechanical engineers, project managers, machine and control system designers, safety or process engineers.

Overview: This one-day course covers a general overview of the Machinery Directive 2006/42/EC and CE marking.

The course will deal with CE marking obligations and the requirements of the Machinery Directive in particular. The training will allow delegates to assess how the requirements of the Machinery Directive apply to products and what may be required in order to comply.


On completion, the attendee will have a thorough understanding of

- The requirements of the Machinery Directive;
- The relationship between the Machinery Directive and other major EC Directives;
- The risk assessment process and the Essential Health and Safety Requirements;
- The requirements and components of a technical file.





CPR/FIRST AID CERTIFICATION TRAINING NEW!

<p>Hosted by: Falck Alford</p> 	<p>Who should attend: Anyone in need of CPR/First Aid certification to meet company health and safety requirements or whose most recent certification is out of date.</p> <p>Overview: Students will be provided with the necessary skills and knowledge to assist them with emergency medical techniques should an unfortunate event occur. This will include patient assessment, scene safety, chest compressions, rescue breathing, CPR and fractures.</p>	<p>On completion, the attendee will have a thorough understanding of</p> <ul style="list-style-type: none">• The links in the American Heart Association's "Chain of Survival";• The steps of CPR for Adults, Children, and Infants;• The safe and accurate use of an AED.
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Views from our EIC Training delegates:

The Fundamentals of Oil & Gas

“Attended many EIC presentations
– this has been the most well
presented and informative!”

*Steve Crawshaw –
Canalta Flow Measurement Ltd*

ATEX

“Thorough and good basics
considering I knew nothing
about ATEX; thank you.”

*Lewis Chapman –
Oil & Gas Systems Ltd*

Technical report writing

“Clever, knowledgeable, professional.
Very good presenter.”

*Kevin Wheeldon –
Elmac Technologies*

An Introduction to Gas Turbines

“Very informative, well-structured
and engaging course.”

Umar Mahboob – Fluor

Negotiation Skills

“Very impressed. Explained
elements well.”

James Smith – SNC-Lavalin UK Ltd

The Fundamentals of LNG

“Malcolm was very knowledgeable
and happy to explain anything.
Good overall look at LNG.”

*Alicia Moghtader –
Highview Power Storage*

“Clear, concise course. Presenter
very knowledgeable on the subject.”

Craig Levins – NOV



**To book any course
visit**
www.the-eic.com

About the EIC

The EIC is the leading trade association providing dedicated services to help members understand, identify and pursue business opportunities globally. Established in 1943, the EIC is a not-for-profit organisation with a membership of over 700 UK registered companies who deliver goods and services to the energy industries worldwide.

Our goal is to put our members first and serve them well, providing one of the most comprehensive sources of energy projects and business intelligence in the energy sector today. The EIC is renowned for excellence in the provision of services that unlock opportunities for our members, helping the supply chain to win business across the globe.



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