

Management Mix list of Courses



Contact us:

01. 983838

01. 983737

Email us:

mso@managementmix.eu

About Management Mix

Management Mix is a management consulting and training company located in Beirut central district;

Management Mix® assists organizations in the **formulation, effective implementation, and improvement** of their 'corporate strategy' and organizational elements including processes, the organizational structure, talents (HR) management, marketing & sales management, customer service, IT infrastructure and resource management.

We provide **consultancy** in all organizational functions, International Standards, Guidelines and Best Practices.

Our experts **train** numerous managers and employees yearly both in the public and private sector, providing various managerial skills essential for effective organizational performance. With its wide range of over 350 training programs, the group has proven its leadership and achieved high levels of customer satisfaction (Indicator audited by third party).

In addition to its weekly **public training courses**, we also organize and deliver **tailored in-house training programs**.

We proactively design, develop and deliver training courses in accordance with but not limited to the nine organizational components incorporated in the Management Mix 9-5-4 Management Guide:

- ❖ Strategy
- ❖ Processes
- ❖ Structure
- ❖ HR (Talent Management)
- ❖ Marketing
- ❖ Sales
- ❖ Customer Service
- ❖ IT
- ❖ Financial Resources

Management Mix® also commits to managing organizations and leading them towards achieving their strategic goals.

Based on its intelligence of local & international markets, Management Mix® proactively initiates & establishes development & investment programs including the project planning process, developing private equity & co-financing schemes, attracting investments, managing funds and resources and realizing the 'investment project'.

Management Mix list of Courses

Strategy

Best Practices in Organization & Management

Assess your current strategy and develop long term strategies

The balanced scorecard: Align business activities to your company vision and strategy

Best Practices in Organizational Development

Handle effectively cross and inter-cultural differences

Start & Manage a Successful Business

Best Practices in Corporate Governance

Best Practices in Hoshin Strategic Management

ISO 10006:2017: Achievement of quality management in projects

Strategy Mapping: Aligning, planning and communicating the business direction and strategy.

Total Quality Management, European Business Excellence Guide: EFQM

Audit your business strategy

Designing & Elaborating a Protocol in a Family Business

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Processes

Quality Management Systems:

Increase your processes efficiency by implementing ISO 9001:2015 requirements

Editing Quality Documents according to ISO 9001:2015

Monitor and control the efficiency of your quality management system

Certified Quality Management System Internal Auditor

Lead Auditor ISO 9001:2015 CQI IRCA Registered

Business Process Management and Improvement

Business Process Reengineering

Best Practices in Total Quality Environment

QFD-Quality Function Deployment

Excellence in Benchmarking

BS 31100:2011: Implement key principles of a defined risk management process

ISO 22000:2018 Food Safety Management System

ISO 22000:2018 Food Safety Management System standard requirements

Effective HACCP Plan Development

Certified Food safety internal auditor

FSSC 22000 version 5 Food Safety System Certification

FSSC 22000 internal auditor

IFS Food version 6.1

New! Comply with food hygiene regulations and minimize the chances of food contamination

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Processes

Environmental Management Systems

ISO 14001:2018 Environmental management system standard requirements

Environmental Audit, ISO 19011: 2018 QMS, Guidelines on Quality & Environmental Auditing

Health & Safety Management Systems

ISO 45001:2018 - Health & Safety Management System Standard requirements

Certified Health & Safety Internal Auditor- ISO 45001:2018

Lead auditor ISO 45001:2018 health & safety management system

Inventory

New! World class tools for inventory and stock management

Facility Planning and management

Fundamentals of effective warehouse management

Purchasing Management & Cost Saving Techniques

Procurement management and bid management

Manage Efficiently the procurement process

Best Practices in Supply Chain Management

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Talent Management

Fundamentals of a visionary human resources management

New! Talent mapping: Evaluate your employees' performance and identify future talents needs

HR Scorecard: Align your HR process with organizational strategic goals

New! HR KPIs: Track your Human Resources process performance

Writing effective job descriptions

Strategies and tools to acquire the best talent for your team

Best interviewing practices to hire the right candidate

Methods & Tools for Effective Talent Acquisition Testing

Conducting effective job analysis and evaluation

New! Leading the onboarding process for new employees

HR Skills for non-HR Managers

HR policies and procedure writing techniques

Create a visionary career development plans for your employees

Training & Development

Planning and implementing effective training and development programs

New! Impactful Training Skills for Managers

New! Measure and analyze the impact of training programs on employee behavior and performance

Planning and conducting effective performance appraisals

Best Practices in 360 Degrees Performance Appraisal

Compensation & Benefits

Designing an effective pay for performance compensation system

Developing an employee Benefit Plan

Designing & Developing a Salary Scale

Personnel & Payroll management according to the National Law & Regulations

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Talent Management

Best Employee Scheme based on Customer Evaluations

Employee Performance Incentive Program (EPIP) based on Sales Results

Employee Satisfaction & Retention

Developing powerful and simple employee satisfaction surveys

Best Practices in Employee Recognition Scheme

Implement successful retention and engagement strategies

Developing an employee charter

Employee Transfer

Conduct successful exit interviews

Best Practices in Succession Planning

Personal Development and Interpersonal Skills

Effective leading skills for excellent team results

Developing and Sustaining High-Performance Work Teams

Introducing an effective conflict management strategy.

Motivate your employees for an improved efficiency and productivity

Improve your delegation skills for team empowerment

Master decision making skills

Enhance creativity and generate solutions for problems in the workplace

Effective supervisory skills for a powerful leadership

Best practices for business development managers

Effective Meetings Management

Effective Executive Speaking

Teamwork Skills

Prioritize your tasks and work efficiently

Organizational Skills

Stress & Time Management

Understand and manage your emotions for an increased productivity

Neurolinguistic Programming (NLP)

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Talent Management

Leading the change management process

Manage incidents and organizational crisis

New! Developing Personal resilience: Master Mental Toughness and Thrive

Best practices to develop, organize and manage a business

Best practices in business ethics: appropriate business policies and practices

Understanding Self and others for a better communication in the workplace

360 communicators

Cognitive flexibility

Present with confidence and impact

Effective business writing skills

Techniques for writing impressive and professional reports

Respond professionally to customer calls and complaints

Best Practices for Executive Secretaries & Office Managers

Written communication skills for secretaries and administrative assistants

Successful purchasing negotiations strategies

Vendor Negotiations

Structure

Best Practices in Developing an Organizational Structure

Best Practices Restructuring & Rightsizing

Best Practices in Inter Departmental Reporting & Communication

Developing & Standardizing Organizational Layers

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Marketing

Marketing Concepts & Practices

Marketing Policies & Procedures

Best practices in digital marketing

Developing a Winning Marketing Plan

Strategic Marketing Management

Social media

E-Marketing

Planning & Developing New Products

B2B Marketing Strategies

Best Practices Merchandising Techniques

Excellence in Brand Management

Excellence in Telemarketing

Best Practices in Designing New Product Designing & Launching

Best Practices in Pricing Methodology

Efficient Stock Loss in Retail & Distribution

Excellence in Brand Building

Advertising & Media Planning

Best Practices in Branding and Rebranding

Best practices in geographical expansion strategies

Design & Development of Promotional Campaign (ATL/BTL)

Best Practices in Key Account Management

Effective Market Studies

International Marketing

Best Practices in Business Intelligence

Excellence in Marketing for Rests, Café, Hotels, Clubs & Bars

Marketing for Non-Marketers

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Sales

Write sales policies & procedures

Achieve your sales goals through sales KPIs

Master the selling skills, gain new customers, close more deals

Advanced Selling Techniques and practices

The "SPIN" selling techniques: Adapt your selling process to your customer and provide customized solutions

Situational Selling

Cross-Selling & Up-selling

B2B Selling

B2C Selling

Master the telephone selling techniques

Effective Negotiation Skills

KYC (Know Your Customers)

Customers

Customer Service Process Design

Customer Service Policy - Customer Charter

Customer Service KPI's: Monitoring & Evaluation of your customer service

Providing exceptional customer care

Dealing professionally with difficult and demanding customers

Situational Servicing of Customers

Customer Risk Management Framework, Monitoring & Evaluation

Customer Relationship Management – CRM

Excellence in Managing a Customer Contact Center

Customer Service Manual

Managing & Measuring Customer Satisfaction

Best Practices for Customer Service Representatives (CSR)

New! Effective Strategies for client's retention

New! Customer profiling techniques for an increased customer satisfaction

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Customers

Best Practices in Mystery Shopping

Developing Customer Loyalty Programs

Customer Satisfaction Surveys

Develop a Script for Call Centers

Customer Groups and follow-up of Key Accounts & VIP's

Excellence in Patient Service

Service orientation

IT

IT Policies & Procedures

Introduction to CMMI, Capability Maturity Model Integration

ISO 27000, Information Security Management System

TickIT, Quality Management for Software Industry

ISO/IEC 12207 Software Life Cycle Processes

BS 15000, Best Practice for ITIL service management

Information Security Audit

IT Service Management (ISO 20000)

Effective Risk Management

Resources

Finance Policies & Procedures

Activity Based Costing

Business Plan Development

Efficiency in Cost Accounting

Introduction to Internal Auditing

International Accounting Standards (IAS)

Best Practices in Feasibility Studies

Best practices for Managing Premises & Facilities

Best Practices in Investment Management