

Produced by:



In partnership with:

THE KPI INSTITUTE

# CERTIFIED COURSES 2024

DUBAI, UNITED ARAB EMIRATES

The KPI Institute has been bestowed official recognition from the CPD Standards Office for 9 of our training courses, as an accredited Continuing Professional Development (CPD) educational and training course provider. Moving forward, all of our courses will bear the mark of the CPD Standards Office.



[www.kpiinstitute.org](http://www.kpiinstitute.org)



[office@kpiinstitute.com](mailto:office@kpiinstitute.com)



+613 7050 2557 / +971 5578 76427

# Certification Programs

For more than 19 years, The KPI Institute has been making a difference in developing best practices in the performance management field and sustaining the rapid growth of hundreds of institutional and corporate clients. Achieving performance entails maintaining sustainable business results, raising your performance ceiling, and overcoming those hurdles that dampen your improvement.

As a result, we have granted our clients and partners unfettered access to our learning & training opportunities, by going online with many of our most popular courses. We're here to help you along your professionalization journey!



## CERTIFIED AI ENABLEMENT PROFESSIONAL

This training program helps enable professionals to harness the power of Artificial Intelligence (AI) to not only streamline tasks and save valuable time, but also enhance the quality of work and outputs. Learn at your own pace, (that is the recorded version, we introduced the live online delivery format as well) gaining valuable insights into the latest Natural Language Processing (NLP) AI tools and best practices for practical application in various contexts.



## CERTIFIED KPI PROFESSIONAL AND PRACTITIONER

This program is meant to improve the practical skills in working with KPIs and developing instruments like scorecards and dashboards. Participants will acquire a sound framework to measure KPIs, starting from the moment they are selected, until results are collected in performance reports.



## CERTIFIED OKR PROFESSIONAL

This course teaches participants how to set and work with OKRs and offers them the opportunity to get certified on the ability to deploy and use OKRs in accordance with The KPI Institute's standards, developed through extensive research and practical knowledge in the field of Performance Management and Objective Setting.



## CERTIFIED STRATEGY AND BUSINESS PLANNING PROFESSIONAL

The course will help improve an organization's business planning process and long-term organizational performance, through the use of strategic planning tools that will ultimately lead to smarter and quicker strategic decisions.



## CERTIFIED PERFORMANCE MANAGEMENT PROFESSIONAL

This course offers insights and best practices for improving performance in different scenarios, from data analysis and reporting, decision making and initiative management, to building a performance culture.



## CERTIFIED PERFORMANCE MANAGEMENT SYSTEMS AUDIT PROFESSIONAL

This educational program presents a rigorous approach to diagnosing and auditing the maturity of performance architectures across 5 capabilities: strategic planning, performance measurement, performance management, performance culture, and employee performance management.





## CERTIFIED EMPLOYEE PERFORMANCE MANAGEMENT PROFESSIONAL

Attendees will gain exposure to best practices and key concepts, and will learn how to establish and use criteria for performance evaluations, from the implementation stage, to the improvement and maintenance of the company's employee performance management system.



## CERTIFIED DATA ANALYSIS PROFESSIONAL

Attendants will understand through practical learning how to effectively collect, analyze, and interpret data by enabling managers/analysts to draw insights from both quantitative and qualitative data, based on historical statistics and trend analysis.



## CERTIFIED DATA VISUALIZATION PROFESSIONAL

An exclusive framework that provides insights on effective visual communication, through a rigorous approach to creating visual representations of vast information, techniques of standardization, and tailored data visualization tools.



## CERTIFIED BENCHMARKING PROFESSIONAL

Benchmarking's methodological uniqueness is represented by the identification and analysis of the processes that lead to a company achieving superior performance, offering the opportunity to compare an organization's performance against industry competitors.



## CERTIFIED GOVERNANCE & COMPLIANCE AUDIT PROFESSIONAL

This course is a great opportunity to access the best practices in the field of Governance & Compliance, to gain the necessary knowledge and skills to diagnose and audit the maturity of this system, and to find the best solutions to achieve the next maturity level.



## CERTIFIED BALANCED SCORECARD MANAGEMENT SYSTEM PROFESSIONAL

This course focuses on delivering all the information needed to fully comprehend the value of the Balanced Scorecard, as well as on developing the necessary skills for its successful implementation.



## CERTIFIED INNOVATION PROFESSIONAL

This course provides an interactive practice-based learning environment, focusing on best practices for developing and maintaining an innovation-oriented organizational culture within organizations.



## CERTIFIED SUPPLIER PERFORMANCE PROFESSIONAL

We will develop our participants' skills in managing supplier performance and crafting a strategic approach to procurement, by enabling the identification of performance gaps and implementing action agreements with suppliers.



## CERTIFIED AGILE STRATEGY EXECUTION PROFESSIONAL

The Certified Agile Strategy Execution Professional course reflects the best methodologies to leverage the benefits of deploying an integrated strategy and performance management framework within organizational settings.



## CERTIFIED CUSTOMER SERVICE PERFORMANCE PROFESSIONAL

Participants will not only understand the importance and implementation phases for the Customer Service Excellence standards, but they will be given the necessary tools to implement it internally and measure its impact externally.



# Scheduled Courses

No matter what your learning needs are - and we know they're always evolving - you can find the program that's right for you with The KPI Institute certification courses.

**Contact Middle East****Teodora Gorski****Managing Director MENA****E: [teo.gorski@kpiinstitute.com](mailto:teo.gorski@kpiinstitute.com)****M: +971 55 787 6427****Contact Rest of the World****Alexandru Muntean****Head of Customer Engagement****E: [alex.muntean@kpiinstitute.com](mailto:alex.muntean@kpiinstitute.com)****M: +40 747 060 997**

## Dubai, United Arab Emirates

### ► CERTIFIED AI ENABLEMENT PROFESSIONAL

English > 16 - 18 December

### ► CERTIFIED STRATEGY AND BUSINESS PLANNING PROFESSIONAL

English > 03 - 05 December

Arabic > 27 - 29 October

### ► CERTIFIED KPI PROFESSIONAL AND PRACTITIONER

English > 03 - 07 November > 15 - 19 December

Arabic > 10 - 14 November > 22 - 26 December

### ► CERTIFIED PERFORMANCE MANAGEMENT PROFESSIONAL

English > 26 - 28 November

### ► CERTIFIED BALANCED SCORECARD MANAGEMENT SYSTEM PROFESSIONAL

Arabic > 27 - 29 October



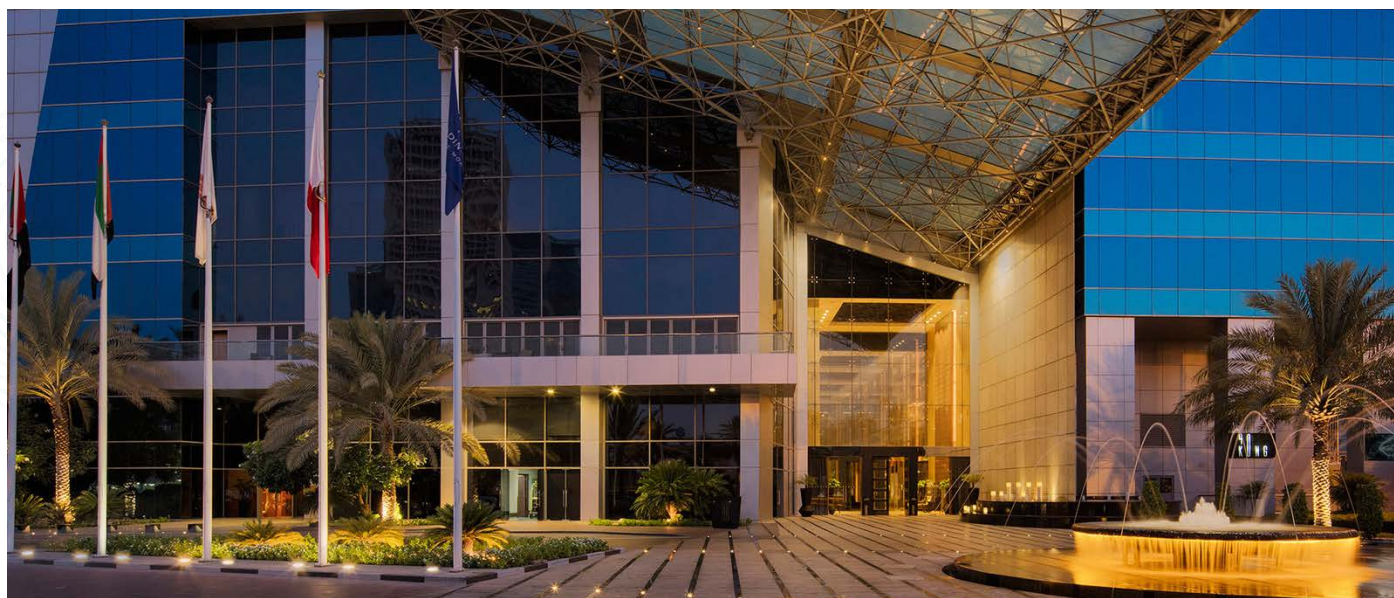
# Fees and venue

## Course fees: 5 days Certification

General fee	TKI members	Early bird	2 or more participants
US \$4,600	US \$4,200	US \$3,900	US \$3,650

## Course fees: 3 days Certification

General fee	TKI members	Early bird	2 or more participants
US \$2,900	US \$2,600	US \$2,450	US \$2,300



## Venue

**The H Hotel**  
One Sheikh Zayed Road  
Dubai, United Arab Emirates  
P.O. Box 125511

## Accommodation

Accommodation is not covered by the attendance fee and it needs to be arranged separately by participants. We invite you to contact the event manager to enquire about special rates from the venue.

## Organize this training course in-house

If you have a group of five or more to train you can save time and money by running this training course in-house. Use the contact details provided below to request a customized offer from one of our training solution specialists.

## For more details

The KPI Institute Marketplace  
 +40 747 060 997 / +971 5 5787 6427  
 office@kpiinstitute.com  
 kpiinstitute.org  
 LinkedIn Facebook Twitter



## EUROPEAN DIVISION

---

### SIBIU OFFICE

Sibiu City Center  
Somesului Street, No. 3, 550003  
Sibiu, Romania  
T: +40 774 698 693

## MIDDLE EAST DIVISION

---

### DUBAI OFFICE

Office 1004-01 10th floor Bay Square-01,  
P.O. Box 119724, Business Bay,  
Dubai, UAE  
M: +971 55 787 6427

## SE ASIA DIVISION

---

### KUALA LUMPUR OFFICE

Wisma UOA II  
Unit 14-13, Jalan Pinang 21, POBOX 50450,  
Kuala Lumpur, Malaysia  
T: +60 327 421357, M: +60 12 591 1366

## HEADQUARTERS

---

### MELBOURNE OFFICE

Life.lab Building  
198 Harbour Esplanade, Suite 606  
Melbourne Docklands, VIC 3008, AU  
T: +613 7050 2557