



HAMTECH TRAINING AT A GLANCE

YOU'VE GOT THE POWER

**PRODUCTIVE
TOGETHERNESS
TOWARDS YOUR
ORGANIZATION
EXCELLENCE**



2009

HAMTECH TRAINING AT A GLANCE:

Our mythology and conceptual framework of training is , at large , owed a great indebtedness to Kaizen Philosophy of human capital development, The Kaizen method of incremental improvement is originally Japanese management concept for incremental (gradual, continuous) change, improvement, Kaizen is actually away of Life philosophy assuring that every aspect of our life deserves to be constantly improved. The kaizen Philosophy lies behind many Japanese management concepts such as TQM (total quality management) quality control circles, small group activities, labor relations.

Key elements of Kaizen are quality, effort, involvement of all employees, willingness to change and communication. The five foundations of the Kaizen are:

TEAM WORK

PERSONAL DISCIPLINE

IMPROVED MORALE

QUALITY CIRCLES

SUGGESTIONS FOR IMPROVEMENT



Ham Tech Training Center (HTTC) offer training courses that are diverse enough to match your needs and tailored to your company requirements, this way you will not need to look elsewhere for additional training.

Perhaps the most important aspect of HTTC training courses; happens when your staff gets back to work! We believe that learning does not stop when the course ends, we are very aware that the most difficult element in the improvement of any student's skill and behavior is not really what happens on the course, but what occurs back at work and how they implement some of the knowledge they will have learnt during the seminars. We ensure that all students are fully aware that they can contact our office to discuss any aspect of putting the theory into practice.

TRAINING SERVICES:

Our Soft Skills training services are divided into five main categories:

MANAGEMENT SKILLS

ACCOUNTING & FINANCE

CUSTOMER SERVICE & SALES

E-LEARNING SOLUTIONS (INTERNATIONALLY CERTIFIED TRAINING)

TELECOMMUNICATIONS CERTIFIED TRAINING



TRAINING CENTER
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First. MANAGEMENT SKILLS:

These training courses are designed to help bring efficiency and professionalism to all levels of the corporation; all these courses are well-designed and delivered in close co-operation with Nuance Consulting York, United Kingdom (Making the difference for people and organizations for example:

- NEGOTIATION SKILLS
- STRATEGIC MANAGEMENT
- LEADERSHIP SKILLS FOR POLICE OFFICERS
- STRATEGIC PLANNING
- CHANGE MANAGEMENT
- TEAM BUILDING
- MANAGING PEOPLE
- RUNNING EFFECTIVE MEETINGS
- COMMUNICATION SKILLS
- MANAGING RESOURCES
- PROJECT MANAGEMENT
- TIME AND PRIORITY MANAGEMENT
- PRESENTATION SKILLS
- MANAGING REMOTELY
- PERFORMANCE MANAGEMENT
- FINANCE FOR NON- FINANCIAL MANAGERS
- MANAGING CHANGE
- CREATIVE VISION, GOAL SETTING & STRATEGY
- BUSINESS PERFORMANCE MANAGEMENT
- TALENT MANAGEMENT AND CAREER DEVELOPMENT PLANNING
- EFFECTIVE COACHING AND MENTORING
- PERFORMANCE MANAGEMENT, MOTIVATION AND DEVELOPMENT
- SUPERVISION SKILLS AND MANAGERIAL EXCELLENCE
- MANAGING CHANGE & CORPORATE CULTURE
- SUPERVISION SKILLS AND MANAGERIAL EXCELLENCE



There are many other topics that can be organized into programmes or Delivered on client's premises such as:

HEALTH, SAFETY AND THE ENVIRONMENT:

From organizing Management Procedures and processes to effectively control the Health & Safety of people to individual course on particular topics such as Manual Handling, Hazardous Substances, Working at Heights .Environmental control is increasingly important and management Processes which effectively limit the impact of operations on the environment are the responsibility of the employer to produce and enforce. How to effectively produce and then enforce these processes is the basis of our Environment programmes.



QUALITY MANAGEMENT:

Similar to Health Safety and the Environment the establishment of systems which work to improve the quality of what is being produced whilst minimizing the impact of the organization on the environment is hugely important to organizations. Our programmes are designed to ensure systems are constructed which reflect the needs of the employer, the appropriate International Regulator and the needs of the customer without whom no business would succeed.

Training Needs Analysis:

Many organizations are not fully aware of what training is required to most improve their performance. In order to establish the most beneficial development for the identified needs it is important that a structured, organized and effective analysis of an organizations training needs is conducted which truly reflects the requirements of the particular organization. An effective Training Needs Analysis will result in clarity of understanding of training requirements, identification of the key problem areas, the formulation of ideas and plans for addressing the identified needs

Second. ACCOUNTING & FINANCE:

This type of training is designed for the banking industry, and for accounting & finance departments within organizations; examples are:

- INTERNAL CONTROL UNIT (ICU)
- MONEY LAUNDERING
- ENGLISH FOR BANKING AND FINANCE
- KNOW YOUR CUSTOMER (KYC)
- FRAUD PREVENTION
- GOALS SETTING AND PERFORMANCE APPRAISALS
- RECORDS MANAGEMENT
- CONTINGENCY PLAN
- HOW TO MANAGE PEOPLE HOW TO MANAGE PRODUCTIVITY
- SEX SIGMA
- INTERNAL SERVICES UNIT
- COMESA

Third. CUSTOMER SERVICE & SALES:

This type of training is designed to help organizations reach a high level of customer satisfaction, and learn techniques that help reach their sales goals; examples:

- KNOW YOUR CUSTOMER
- CUSTOMER SERVICE EXCELLENCE
- NEGOTIATION SKILLS



Fourth. E-LEARNING SOLUTIONS (INTERNATIONALLY CERTIFIED TRAINING)

HTTC , has of the late signed a representative agreement with eCornell University(US-based University , a member in the eight top universities in the world known as Ivy League- request further information or access the University website at: www.ecornell.com) to provide e-learning and training programs.

ECORNELL CORPORATE ADVANTAGE PLAN

Integrate eCornell's online courses with your organization's core-training program.

Volume discounts are available for as few as 15 Registrations.

Contact us to find out all the ways in which eCornell learning can meet your organization's needs.

BENEFITS

- CORNELL-QUALITY INSTRUCTION
- CERTIFICATION PROGRAMS
- DEDICATED CUSTOMER ACCOUNT REPRESENTATIVES
- VOLUME DISCOUNTS
- GUARANTEED ACCESS TO COURSES



E- LEARNING COURSES:

23 different certificate series from Cornell University are available from eCornell, each focusing on specific skills and competencies. The series vary in length from four courses comprising approximately 24 hours of learning (Executive Leadership) to 12 courses comprising approximately 72 hours of learning (Business Leadership Skills) to eight courses comprising approximately 120 hours of learning (Master Certificate in Foodservice Management). Certificates are issued by Cornell University upon successful completion of all required courses in the curriculum

Courses in the Leadership and Strategic Management series are designed to enable mid- and senior-level managers and executives to build their business management skills. These courses contribute to the following certificates from Cornell University: Executive Leadership, Change Leadership, Leading Management Teams, courses available are:

- DEVELOPING AN AGENDA FOR CHANGE
- MAPPING THE POLITICAL TERRAIN OF ALLIES AND RESISTORS NEGOTIATING SUPPORT AND BUY-IN FOR YOUR AGENDA
- MOBILIZING THE COALITION FOR ACTION ESTABLISHING MOMENTUM:
- MANAGING STRUCTURE, RESOURCES, AND PERFORMANCE SUSTAINING MOMENTUM:
- MOTIVATING THROUGH VISION, CULTURE, AND POLITICAL AGILITY



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- PREPARING FOR NEGOTIATIONS TACTICS AND SKILLS FOR NEGOTIATING
- THE COACHING MINDSET
- THE COACHING PROCESS
- STRATEGIC THINKING SCENARIO
- PLANNING EXECUTIVE DECISION MAKING
- LEADING THROUGH CREATIVITY
- UNLOCKING YOUR LEADERSHIP POTENTIAL
- OVERCOMING CHALLENGES TO LEADERS AND THEIR TEAMS

E-FINANCIAL MANAGEMENT

four courses in this series address a combination of finance and accounting topics designed to enable participants to interpret financial information, assess the costs and benefits of business decisions, and communicate operational and financial strategies. The courses in the Financial Management series comprise the Financial Management certificate from Cornell University. Recommended course order is HAME513, HAME514, HAME507, and HAME508. HAME513 is a pre-requisite for HAME514 and HAME507 is a pre-requisite for HAME508

- MASTERING THE TIME VALUE OF MONEY
- MAKING CAPITAL INVESTMENT DECISIONS
- UNDERSTANDING FINANCIAL STATEMENTS
- USING RATIO ANALYSIS TO EVALUATE FINANCIAL PERFORMANCE
- E-SOFT SKILLS:
- UNDERSTANDING TEAM DYNAMICS
- FACILITATING GROUP DECISIONS
- IMPROVING PERSONAL AND WORKGROUP PRODUCTIVITY
- MANAGING STRATEGIC CHANGE
- CREATING SERVICE CULTURES SECRETS OF PHENOMENAL CUSTOMER SERVICE
- SELECTION REQUIREMENTS AND COMMUNICATIONS SKILLS FOR INTERVIEWING
- LEGAL AND UNBIASED INTERVIEWING AND SELECTION
- OVERCOMING BARRIERS TO SUCCESSFUL MANAGEMENT
- LEADING PEOPLE TO HIGHER PERFORMANCE
- LEGAL ISSUES IN THE WORKPLACE
- PREVENTING AND ADDRESSING INAPPROPRIATE WORKPLACE BEHAVIORS
- THE POWER OF MANAGING YOUR TIME AND PERSONAL PRIORITIES
- MANAGING PEOPLE ISSUES TO STAY FOCUSED ON PRIORITIES
- THE IMPACT OF PERSONALITY STYLES ON COMMUNICATION
- MANAGING COMMUNICATION CHALLENGES
- MANAGING PERFORMANCE.



Fifth. TELECOMMUNICATIONS TRAINING

We at Ham Tech training Center (HTTC) are committed to Delivering competency and skills to the African telecommunications industry in partnership with a sounding, proven-track record of high quality training providers from South Africa and UK.

ABOUT SAAB GRINTEK

Saab Grintek is a division of the multi-national Saab group dealing with communications technologies and services. Already well recognized for the provision of communications services, particularly as the leading Tellabs partner in the African region, the addition of this education stream to our business will enable present and future clients to gain access to high quality training delivered locally at a competitive price point.

ABOUT PERPETUAL SOLUTIONS

Perpetual Solutions is an industry leading Education Company providing skills to the global telecommunications industry. Educational services such as instructor led courses, e-learning and online offerings are available from an extensive catalogue including all major telecoms, IT, software development and soft skills topics. Over 1700 different courses are available! We are based in the UK with around 65% of our revenue deriving from services delivered to the international telecoms community.

ABOUT OUR PARTNERSHIP

Working together with both companies will bring a structured program of technical and non-technical education to the African telecommunications industry. Training will be delivered as both publicly scheduled courses delivered at Grintek training centre in South Africa, and also as customized programs for single companies which can be delivered directly to your site or at the Grintek locations. Clients will be invoiced locally by HTTC.

LOOKING FOR HIGH QUALITY TRAINING FOR TELECOMMUNICATIONS?

You can choose from our enlisted package, or ask us to design specific courses to meet with you direct training needs.



What we offer for you?

HANDS-ON TCP/IP NETWORKING

HANDS-ON VOICE OVER IP

NEXT GENERATION NETWORK TECHNOLOGIES: SIP, IMS SIGTRAN AND IN
CORE NETWORK TRANSPORT TECHNOLOGIES

ISDN AND SS7

DIGITAL VIDEO BROADCAST FOR TELECOMS AND IT PROFESSIONALS

HANDS-ON NEXT GENERATION IPTV NETWORKS

RF FUNDAMENTALS COURSE

GSM TECHNOLOGIES WITH ENHANCED DATA CAPABILITIES

CODE DIVISION MULTIPLE ACCESS (CDMA) TECHNOLOGY OVERVIEW, INCL
UMTS TECHNOLOGIES

COMPETING TRENDS IN WIRELESS TECHNOLOGIES, INCL. LTE, WIMAX AND WIFI

WIMAX FIXED BROADBAND WIRELESS ACCESS (BWA)

TERRESTRIAL TRUNKED RADIO (TETRA), CAPACITY PLANNING AND WIMAX
INTEGRATION

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