



ISOC ONLINE TRAINING FOR PROFESSIONALS

Award-winning short courses on
communication skills

ISOC ONLINE TRAINING FOR PROFESSIONALS

ISOC training is available online and via your mobile wherever you are in the world.

You can connect to a public course by video link, take interactive e-learning at your own pace, connect live for one-on-one coaching, or let us build and host private online training for your team.



SELF-PACED E-LEARNING

Study at your convenience wherever you are using the brand-new ISOC e-learning platform

- Easy connection via browser or app
- All your e-learning in one easy-to-use portal
- 100+ modules available with more added every week
- English and Arabic language content
- We also create in-house e-learning platforms

PUBLIC LIVE ONLINE COURSES

Join us by video link to experience ISOC training exactly as you would in the classroom

- Simple video system works reliably across countries and systems
- Modules link together to complete courses
- Browse dates and book online at isoc.com
- New sessions added weekly in English and Arabic

Convenient bitesize sessions

\$150 per 90-minute module

IN-HOUSE LIVE ONLINE COURSES

Bring your team together for ISOC training online wherever they are in the world

- You choose the topic and time, we provide the trainer, content and technology
- Access the global ISOC trainer pool from any location
- Custom courses and all major languages available
- Download a recording to review later and share in-house

Live online courses for up to 20 employees

\$1,600 per off the shelf 90-minute module; if you need something customised or designed – get in touch!

ONE-ON-ONE ONLINE COACHING

Let us pair you with a specialist video-link to fast-track your skills

Public speaking and presentation coaching

\$550 per 60-minute block

Media training with replay and coaching

\$815 per 60-minute block including customised scenario design for simulated interviews and feedback reports

ONLINE COURSES

IN-HOUSE LIVE ONLINE COURSES

Experience in-house online training for your team, by selecting from our more than 60 x 90-minute training sessions.

MEDIA

- Advanced media engagement techniques
- Building authority with the media
- Building relationships with journalists
Preparing spokespeople for media interviews
- Working with the media
- Writing press releases that get

CUSTOMER SERVICE

- Delighting difficult customers
- Email and telephone best practice techniques
- Making it easy for customers
- On the spot decisions
- Transforming customer relationships
- Uncovering customers' needs through questioning and listening

CRISIS COMMUNICATIONS

- Communicating with journalists in a crisis
- Crisis communications risk assessment and issues mapping
- Crisis systems, resources, teams and protocols
- Creating an internal communications strategy
- Preparing your organisation for a crisis

PR, WRITING & REPUTATION MANAGEMENT

- Communicating for impact
- Corporate storytelling
- Creative PR campaigns
- Stakeholder engagement
- Strategic issues management
- Understanding reputation management
- Writing for results
- Writing with impact

PROFESSIONAL BUSINESS COMMUNICATION SKILLS

- Delivering bad news
- Delivering bad news and saying no
- Developing internal communications channels and tools
- Every second counts (time management)
- Fabulous facilitation
- Listening effectively
- Making meetings matter
- Managing stress
- Managing your body language
- Managing your manager
- Minute-taking
- Negotiation: what you need to know
- Networking
- No more procrastinating
- Personal branding and impact
- Stay assertive

LEADERSHIP

- Delegating effectively
- Developing others
- Developing presence
- Giving feedback
- Getting people engaged
- Handling difficult behaviour
- Inspiring others
- Leading and supporting others through change
- Managing team performance
- Performance management
- Resolving conflict
- Unconscious bias

WORKING IN THE GCC

- Working in the GCC: business culture
- Working in the GCC: business etiquette

PUBLIC LIVE ONLINE COURSES

90 MINUTE MODULES AVAILABLE

- Advanced media engagement techniques
- Building authority with the media
- Building relationships with journalists
- Communicating with journalists in a crisis
- Corporate storytelling
- Creative PR campaigns
- Creating an internal communications strategy
- Crisis communications risk assessment and issues mapping
- Crisis systems, resources, teams and protocols
- Developing internal communications channels and tools
- Preparing spokespeople for media interviews
- Preparing your organisation for a crisis
- Stakeholder engagement
- Strategic issues management
- Unconscious bias
- Understanding reputation management
- Working with the media
- Working in the GCC: business culture
- Working in the GCC: business etiquette
- Writing press releases that get read

MULTI-MODULE PROGRAMMES

- Strategic public affairs programme
- Crisis management
- Handling the media in a crisis
- Reputation management in a digital world
- Reputation and issues management
- Internal communications
- Event management
- Applied communications and PR

WHY ISOC?



TRAINERS

We have more than 50 trainers with 10+ years delivering content for our online training. All trainers have received intensive training for delivering online training and they are just as inspiring, motivating and fun online as they are in person!



CONTENT

We've been developing and delivering inspiring training courses since 2003. We understand training and what makes a great session. Expect to take tangible knowledge with you that can put into action straight after your session.



LANGUAGES

We're truly international. Our trainers have lived and worked around the world. All of our training courses are available in English and Arabic, plus many other languages – just ask us!

BOOK YOUR ONLINE TRAINING COURSES WITH ISOC



Customised online training enables us to prepare the most relevant content and scenarios for your organisation. It is more cost-effective for larger groups, and also the right choice if you need the session to cover confidential or sensitive topics.



Email us an outline of what you need. We'll reply with a detailed proposal.

ISOC London: london@isoc.com

ISOC Dubai: dubai@isoc.com



Call your local ISOC centre
Get free advice and training ideas.

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For more information visit [isoc.com](https://www.isoc.com)