List of MQA Approved Courses

SN	Courses
1	Achieving Success Through Emotional Intelligence
2	Basic Communication Skills
3	Basic Microsoft Excel
4	Code of Ethics and Good Governance
5	Conflict Management
6	Effective Communication and Interpersonal Skills
7	Employee Motivatio : Skills and Techniques
8	Handling Difficult Customers
9	Improving Efficiency in Organisations
10	Increasing Productivity through Stress Management
11	ISO 9001:2015 Quality Management System Development and Implementation
12	Knowledge Management
13	Leadership and Strategic Thinking
14	Leading from Frontline
15	Managing Change for Transformation
16	Managing Performanc in the Public Sector
17	Managing Resources
18	Managing Time for Efficiency
19	Mastering Telephone Skills
20	Mystery Shopping
21	Negotiation And Mediation Techniques
22	Quality Management
23	Quality Management: Towards ISO 9001:2015
24	Registry Procedures (Parastatals, Statutory Bodies and Local Authorities)
25	Speech Writing
26	Strategic Thinking
27	Talent Management
28	Tea/Coffee Making and Service
29	Team Building and Bonding
30	Tender Preparation and Evaluation
31	Train the Trainer
32	Training Needs Analysis
33	Trust and Building Teams
34	Using Internet and eMail @ work
35	Work Force Planning
36	Writing Effecive Minutes of Meetings
37	Writing Skills for Parliamentary Questions and Cabinet Procedures