



easyLEARNING

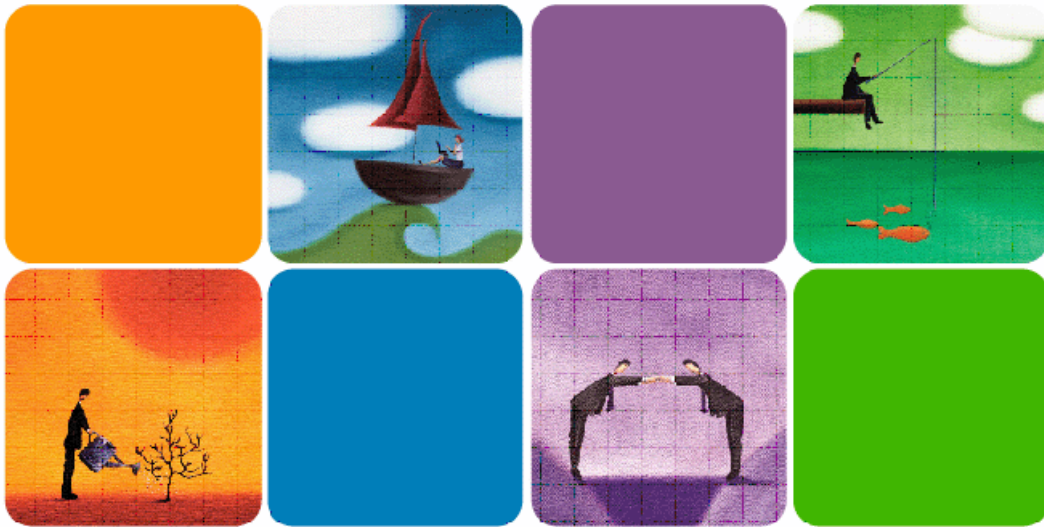


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The EasyLearning Diploma & Certificate Curriculums are currently under revision by UAE University and Etisalat Academy Committees. More Diploma Majors and further updates will be posted to you shortly. Please refer back to this link for updated curriculums. Thank you for your patience.

Regret any inconvenience caused.

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Sales Diploma (SD)

(17 courses)

Course Title	Course ID
Sales: Seller Behaviors	PL1001
Sales: Buyer Behaviors	PL1002
Sales: Buyer-Focused Selling	PL1003
Sales: The Selling Cycle	PL1004
Sales: Telephone Communications	PL1005
Sales: Communication Skills	PL1006
Sales: Written Communications	PL1007
Sales: Managing a Territory	PL1008
Sales: Gathering information	PL1009
Sales: Planning a Sales Call	PL1010
Sales: The Sales Call	PL1011
Sales: Probing and Questioning	PL1012
Sales: Presenting Solutions	PL1013
Sales: Closing the Sale	PL1014
Sales: Buyer Reactions	PL1015
Sales: Concluding a Call	PL1016
Specialization Sales Diploma:	PL1001

Problem Solving Techniques Diploma (BPSTC) (15 Courses)

Course Title	Course ID
Solving Problems Logically: Solve Problems Together	PL1143
Solving Problems Logically: The Problem Solving Process	PL1144
Defining the Issue: Analyze Problems Creatively	PL1145
Defining the Issue: Determine the Real Problem	PL1146
Investigating the Problem: Use Investigative Tools	PL1147
Investigating The Problem: Gather Evidence	PL1148
Investigating the Problem: Interpret Data	PL1149
Selecting the Solution: Solve Problems Methodically	PL1150
Selecting the Solution: Group-Based Solutions	PL1151
Selecting the Solution: Cost-Benefit Solutions	PL1152
Accepting the Decision: Sell Your Solution	PL1153
Accepting the Decision: Implement Decisions	PL1154
Making Group Decisions: Working Together	PL1155
Making Group Decisions: The Nature of Groups	PL1156
Making Group Decisions: Ensure Group Success	PL1157

e-Government Certificate

(12 Courses)

Course Title	Course ID
Business Ethics: How We Do Business	PL1175
Introduction to E-Commerce	WT2620
Electronic Commerce Strategies	WT2630
Electronic Commerce Security Issues	WT2640
Communicating with Customers: Service via the Internet	PL1047
Branding Your Internet Identity: e-Marketing Overview	PL1123
Branding Your Internet identity: Develop an Online identity	PL1125
Scoping Your Internet Project: Evaluate Statistics	PL1127
Scoping Your Internet Project: Research Accurate Data	PL1128
Scoping Your Internet Project: Select Your Web Team	PL1129
Communicating Effectively: Build Customer Rapport 2	PL1162
Workplace (E): Quality Communication	PL1179