

PRESS RELEASE

## Experts to Deliver Spring Community Classes to Public at HBKU

**Doha, January 08, 2017** - To spur personal and professional growth by offering the local community access to development opportunities, Hamad Bin Khalifa University (HBKU), a member of Qatar Foundation, announced the launch of its Spring 2018 community classes. This year, the diverse range of public classes on offer include courses on public speaking, customer service, leadership, and executive development for female leaders.

The community classes, which are scheduled to begin early February, are to be delivered by local and international experts. Each course typically runs for one to two weeks. A discounted registration period will end on January 15, and regular registration will continue until January 20, 2018.

VP of Student Affairs Ms. Maryam Al-Mannai said: "Professional growth of the larger community around the University has always been an important organizational objective at HBKU. As such, we consider it both our privilege and responsibility to engage with the community around us in growth and development-focused activities. HBKU is keen to establish close relationships with members of the community through shared experiences and provision of training and development opportunities across all fields – including arts, science, sports, and research – to enhance human potential. The doors to our university are always open to our greater community – we welcome our community members' involvement in our public programs as both students and subject matter experts."

HBKU's Power of Positive Leadership community class, which is scheduled for February 4 – 13, seeks to equip students with a thorough understanding of leadership, and how it may be exercised to inspire teams at the workplace, as well as encourage the accomplishment of organizational targets despite challenging circumstances.

Another community class, titled Master Public Speaking and Overcome the Fear of Speaking in Public, is scheduled for February 4 – 18 and designed to help attendees strengthen their ability to articulate in public settings – a skill that is essential to succeed in any professional environment. The course includes modules on the fundamentals of public speaking as well as practical exercises that are involved in communicating verbal and non-verbal messages effectively.

The Deliver Excellence through Customer Service community class, which is scheduled for February for 5 – 12, strengthens the knowledge of aftersales care amongst professionals working in client-facing roles, and especially in customer service. Course objectives include promoting an understanding of customer behavior; use of score software tools such as "RATER" and "NPS;" and the development of a toolkit of customer-service techniques to promote a high level of client retention.

Finally, *Al Jiwan: A Program for Qatari Women Leaders* is scheduled for February 5 – 18. It aims to develop the skillsets of female executives and increase their numbers at higher levels of leadership across both public and private sector organizations. Created by Oxford Strategic Consulting, the course additionally offers attendees the option to apply for membership at the Chartered Management Institute of the United Kingdom.

Covering areas of personal enrichment and professional development, HBKU's four community classes are designed with the objective of making quality training easily accessible to the local community.

To register, interested individuals are advised to go to the following link and register:  
[www.hbku.edu.qa/community-classes](http://www.hbku.edu.qa/community-classes).

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**About Hamad Bin Khalifa University:**  
***Innovating Today, Shaping Tomorrow***

Hamad Bin Khalifa University (HBKU), a member of Qatar Foundation for Education, Science, and Community Development (QF), was founded in 2010 as a research-intensive university that acts as a catalyst for transformative change in Qatar and the region while having global impact. Located in Education City, HBKU is committed to building and cultivating human capacity through an enriching academic experience, innovative ecosystem, and unique partnerships. HBKU delivers multidisciplinary undergraduate and graduate programs through its colleges, and provides opportunities for research and scholarship through its institutes and centers. For more information about HBKU, visit [www.hbku.edu.qa](http://www.hbku.edu.qa).