

## 1 Day Introductory Training Course

The **Sustainability and CSR Masterclass** is designed to give participants the confidence and knowledge to discuss CSR and Sustainability topics in a professional setting. During this course participants will build an understanding of the key areas required to implement and to communicate CSR/Sustainability in day-to-day responsibilities. To maximize the outcomes for participants in this introductory training, the curriculum adopts a holistic approach to the material and introduces current issues, trends, and frameworks while also motivating participants to forecast future opportunities and manage challenges of Sustainability.

### Who should attend?

Sustainability is a rapidly expanding area of focus for all industries and sectors. This course is recommended for individuals with any experience level and across department functions who currently have some Sustainability and CSR responsibilities or may anticipate such responsibilities in the future. Ideal participants may have duties or roles in:

- CSR/Sustainability
- Governance and Risk Management
- Human Resources
- Marketing/Communications/PR
- Supply Chain/Logistics
- Health and Safety
- Environment
- Quality
- Operations
- Corporate Philanthropy/Foundations

### Objectives

By the end of this training participants will:

- Gain solid understanding of Sustainability and CSR terms and trends
- Learn to identify and prioritise Stakeholders
- Understand the foundations of Sustainability strategy
- Practice on disclosing Sustainability performance through international reporting standards
- Comprehend CSR communication methodologies
- Understand the foundations of Sustainability Strategy

### Top Benefits

At the end of this one-day Masterclass, participants will have the confidence and knowhow to:

- Communicate effectively on Sustainability and CSR topics in the daily working environment
- Identify organizational risks and opportunities in the sustainability scope
- Adhere to and exceed regulatory expectations through Sustainability and CSR excellence
- Practically apply Sustainability and CSR concepts in stakeholder management, strategic implementation, operational level actions, and basic level reporting disclosures

### Global ILM Recognition

ILM is the UK's leading provider of leadership, management and coaching qualifications and a world renowned professional membership body representing over 25,000 professional managers and leaders.



Successful course candidates will be issued an ILM Certificate.

Following your successful post-course assignment submission you will receive the **“Sustainability and CSR Masterclass” Certificate** which is endorsed by ILM verifying your knowledge and achievement. Additional guidance is provided for the successful completion of your post-course assignment.

## Have said about our training courses

*"Sustainability and CSR Masterclass is a comprehensive training designed for all levels with well-presented content, lots of opportunities to interact and professional sharing of your knowledge and experience. Great delivery, clear and professional, highly interactive and thoroughly enjoyable."* – **A.G., Marketing & Design Consultant, GreenEmirates Consultants**

*"The Masterclass is an excellent course to help jump start development in CSR & Sustainability. I was happy with the materials and the instructor; absolutely commendable are the encouragement of group activities and interaction during the whole day"*  
– **Rada Asenova, Recruitment Consultant**

### Key Topics Include

- Sustainability and CSR Concepts
- Sustainability and CSR Trends and Legislation
- Stakeholder Engagement
- Introduction to Sustainability Strategy
- Introduction to Sustainability Reporting
- Green Marketing
- Post-course Assignment for ILM Certification

### Training Methodology

We firmly believe that a friendly, supportive, and engaging learning environment is key to building long-lasting knowledge and maximizing retention. To support this belief, we built this course around a dynamic mixture of lectures, practical exercises, best practice case studies and group discussions.

Our method builds not only knowledge, but a confidence in discussing and applying CSR/ Sustainability topics and the platform for exchanging ideas and building valuable connections. Each course closes with a post-course assignment to evaluate the level of knowledge gained through this course and upon passing results in the earning of an ILM endorsed certificate.

### Course Leader



#### Aglaia Ntili

Aglaia is the Managing Director of **Sustainability Knowledge Group**, providing Sustainability and CSR advisory and training services at international corporate level. Aglaia is the founder of **CSR Coaching**, supporting professionals in Corporate Responsibility and Sustainability, and the founder of the **CSR & Sustainability meetup**, the 1st and only open platform to support active learning and knowledge sharing on CSR and Sustainability in the UAE. She is the Chair of the UAE chapter of the **International Society of Sustainability Professionals (ISSP)**, currently the only professional body for Sustainability professionals in the region.

Aglaia has over 12 years of international experience across a wide range of sustainability fields and has made important contributions as practitioner, trainer, coach, and advisor.

To date, Aglaia has trained over 450 professionals from the Middle East, Europe, Asia, Africa, and North America on Sustainability topics including: Strategy, Reporting, CSR Programs, Stakeholder Engagement, SROI, Quality, Performance and Environmental Management. Aglaia has developed the Middle East and Greek local standard training version of the GRI G3, G3.1, the Bridging Module and GRI G4 Training for regional providers.

Aglaia has wide experience in Sustainability projects in multiple sector and industries, including; Construction, Consulting, Banking, FMCG, Education, Local Authorities, Oil & Gas, Telecommunications, Pharmaceuticals, NGOs, Cosmetics, Technology, Shipping, Facility Management, Concessionaire and Hospitality.

Aglaia's qualifications include: MBA • MSc in Total Quality Management & Business Excellence • ISO 9000 Lead Auditor • EFQM Accredited Excellence Assessor • Institute of Environmental Management & Assessment (IEMA), Global Reporting Initiative (GRI), Institute of Leadership & Management (ILM) approved trainer.

To register please contact: [www.SustainabilityKnowledgeGroup.com](http://www.SustainabilityKnowledgeGroup.com)

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