

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 & CPD 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 managers and leaders.

The CPD Standards Office raises training standards by accrediting high-quality Continuing Professional Development (CPD) provision.

Following your successful post-course assignment submission you will receive the **"Sustainability and CSR Masterclass" Certificate** which is endorsed by ILM, and your **CPD Certificate verifying 6.45 CPD hours**, confirming your achievement.

The CPD Standards Office
CPD PROVIDER: 21476
2018 - 2020
www.cpdstandards.com



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 Ntili is a seasoned sustainability professional, with 15 years of international advisory and training experience across a wide range of corporate sustainability and responsibility fields.

She is recognised with the Global CSR & Sustainability Leadership Award for her contributions as a practitioner, trainer, coach, and advisor.

Aglaia serves as 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 also 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 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. As an IEMA, GRI and ILM approved trainer. Aglaia has trained hundreds of professionals in GRI Reporting, Strategy, CSR Programs, Stakeholder Engagement, SROI, Quality, Performance and Environmental Management, communication and implementation.

Her CSR and Sustainability expertise has enabled her to be involved in diverse projects in the Middle East, Europe, Africa, Asia and the USA, in multiple sectors and industries including Construction, Consulting, Banking, FMCG, Education, Local Authorities, Oil and Gas, Telecommunications, Pharmaceuticals, Cosmetics, Technology, Shipping, Facility Management, Concessionaire, Leisure and NGOs.

Aglaia holds an MBA, an MSc in Total Quality Management & Business Excellence and a Degree in Business Administration. She is a Certified ISSP-SA, an ISO 9000 Lead Auditor and an EFQM Accredited European Excellence Assessor. She is also a recognized Competent Leader and Competent Communicator under Toastmasters International.

Aglaia is a Board member and founding member of the Greek Sustainable Business Council, the official member of World Green Business Council in Greece. She is longstanding member of Toastmasters International for leadership and public speaking, having served as president, officer and mentor. Aglaia is also the founder of Startegy, a social enterprise helping closet entrepreneurs to unleash talent.

Aglaia has presented the business case for Sustainability, and tools to develop it, at a number of conferences, in Europe, Asia and the Middle East.

To register please contact: www.SustainabilityKnowledgeGroup.com

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