

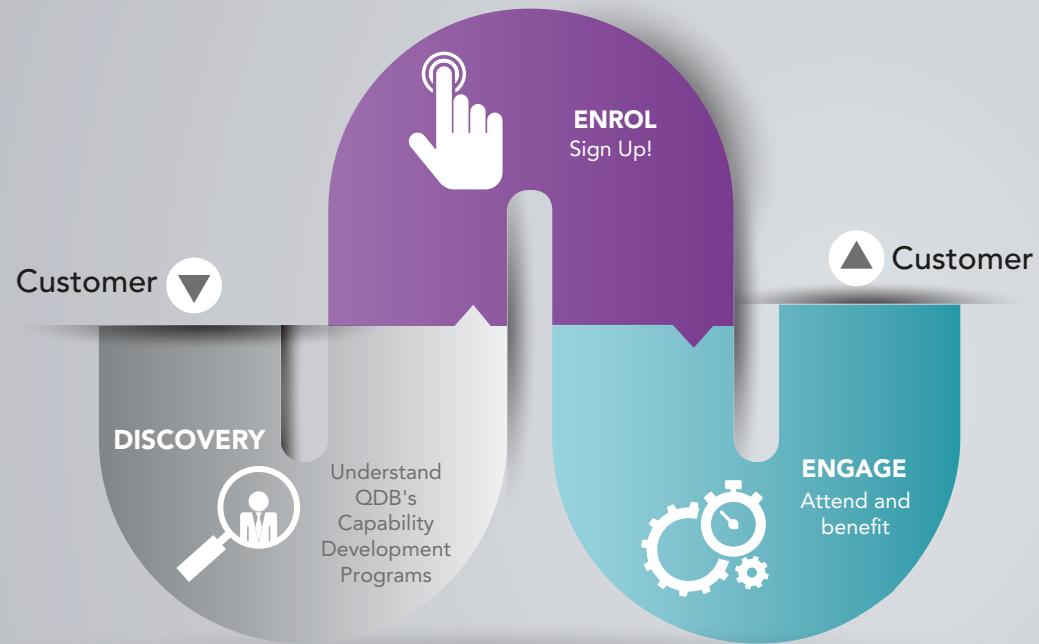


**QDB**

بنك قطر للتنمية  
QATAR DEVELOPMENT BANK

## CUSTOMER JOURNEY GUIDE - CAPABILITY DEVELOPMENT





## Discovery

Whether you are interested in developing your entrepreneurial and business management skills or even those of your employees, you may discover the list of programs available to you on our website or referred through QDB's One-Stop-Shop or other departments.

Please feel free to contact our Capability Development team directly for further information of courses and programs on landline 44300072 or by calling our Call Center on 44300000.



## Enrol

It is very easy to register for our programs. All you need to do is to visit our QDB Main Website [www.qdb.qa](http://www.qdb.qa) and click on Course Registration. The Course Registration Form takes 5 minutes to complete where you will be requested to provide basic information, contact details and select the course that you are interested of the courses available.

You will receive an e-mail and/SMS confirming your application, once submitted, with information on:

- Course details
- Details of contact person in case you need help or have additional questions
- Detailed steps on how to pay the refundable deposit of 500 QAR

(Please note that this deposit is refunded upon completion of the course. It will not be refunded in case of non-attendance to the complete course)

We encourage you to participate in the Training Needs Assessment (link is located on the online registration page) which will take you 5 minutes to finish. This will help us understand more your training and development needs and address them in the future.



## Engage


- On the day of your registered course, please do come on time showing enthusiasm and energy as the courses that we offer are designed to be as interactive as possible to maximize the benefit!
- Prior to the course, a Capability Development Representative will introduce himself/ herself and will give his/her details to be able to attend to your needs throughout your stay with us.


### Course Delivery


- You will receive course material that will include course outline, handouts and stationery.
- The course will begin with an introduction of the Instructor to gain credibility and win your trust.
- We genuinely care about delivering high quality courses, and hence the instructors that we work with must present knowledge, experience and character.
- We encourage and advocate for sustaining a friendly and open-minded course environment, and hence, please do provide suggestions to the Instructor to help him/her better understand your needs.

### Completing the Course

- There will be a formal confidential Course Evaluation by the end of the course for purposes of continuous improvement which will be collected and analyzed by our Capability Development Representative. Last step, CONGRATULATIONS, you will be recognized by an official QDB Certification that you have successfully completed the course! The instructor provides QDB with recommendations of "high-fliers" who may have presented a potential idea that QDB may support through its products and services such as ISTESHARA, Incubation or Business Financing.

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 Visit: [www.qdb.qa](http://www.qdb.qa)

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