

PRACTICAL TRAINING FOR A SMARTER WORKFORCE

TRAINING CALENDAR NOV 2026 – JUN 2027

Four courses for administrative, executive office and diplomatic professionals. Delivered in English and French: live online, in person or in-house for your team.

COURSES

4 PROGRAMMES

CARIBBEAN

4 ISLANDS

AFRICA

3 COUNTRIES

LANGUAGES

ENGLISH & FRENCH



ABOUT SHARED IQ

SKILLS TODAY. OPPORTUNITIES TOMORROW.

Shared IQ is a corporate training company specializing in employee learning, development and consulting services.

Through public courses and customized in-house programmes, we raise workplace standards by upskilling support staff and those new to management. Our facilitators deliver engaging, interactive programmes with tangible benefits for both the individual and the organization.

Participants come from central banks, government ministries, embassies, development banks and United Nations agencies across the Caribbean, Africa, Europe and the Middle East. From 2027, our in-person cohorts run in the Caribbean as well as in Africa.

OUR VISION

To be a trusted source of high-quality corporate training and professional events in the markets we serve.

OUR MISSION

To meet our customers' learning needs with relevant, current and measurable training, while fostering lasting relationships.

WHY CHOOSE US

- 01 Practical and case-based**
Every course is built around tools, templates and real scenarios participants can apply the following week.
- 02 Built for public and international institutions**
Content reflects the protocol, governance and accountability of the organizations we serve.
- 03 English and French**
Every course is offered in both languages, on the same dates, with French-speaking facilitators.
- 04 Flexible delivery**
Join a public cohort online or in person in the Caribbean or Africa, or bring any course in-house.

PUBLIC COHORTS, NOV 2026 TO JUN 2027

● Live online via Zoom ● In person

Every cohort is also offered in French on the same dates. All courses are available in-house on request.

DATES	COURSE	DURATION	FORMAT & VENUE
NOVEMBER 2026			
16 – 17 Nov	Microsoft 365 Copilot at Work	2 days	● Online via Zoom
23 – 27 Nov	Advanced Planning & Communication	5 days	● Johannesburg, South Africa
23 – 27 Nov	International Relations, Diplomacy & Protocol	5 days	● Online via Zoom
DECEMBER 2026			
7 – 11 Dec	Advanced Planning & Communication	5 days	● Online via Zoom
7 – 11 Dec	International Relations, Diplomacy & Protocol	5 days	● Johannesburg, South Africa
JANUARY 2027			
25 – 26 Jan	Microsoft 365 Copilot at Work	2 days	● Kigali, Rwanda
27 – 28 Jan	AI Fluency for Administrative Professionals	2 days	● Online via Zoom
FEBRUARY 2027			
15 – 19 Feb	International Relations, Diplomacy & Protocol	5 days	● Kigali, Rwanda
22 – 26 Feb	Advanced Planning & Communication	5 days	● Kigali, Rwanda
MARCH 2027			
15 – 16 Mar	Microsoft 365 Copilot at Work	2 days	● Online via Zoom
17 – 18 Mar	AI Fluency for Administrative Professionals	2 days	● Online via Zoom
APRIL 2027			
12 – 16 Apr	Advanced Planning & Communication	5 days	● Rodney Bay, Saint Lucia
19 – 20 Apr	Microsoft 365 Copilot at Work	2 days	● Grand Cayman, Cayman Islands
19 – 23 Apr	International Relations, Diplomacy & Protocol	5 days	● Bridgetown, Barbados
21 – 22 Apr	AI Fluency for Administrative Professionals	2 days	● Grand Cayman, Cayman Islands
26 – 27 Apr	Microsoft 365 Copilot at Work	2 days	● Abidjan, Côte d'Ivoire
MAY 2027			
10 – 14 May	Advanced Planning & Communication	5 days	● Bridgetown, Barbados
12 – 13 May	AI Fluency for Administrative Professionals	2 days	● Online via Zoom
24 – 28 May	International Relations, Diplomacy & Protocol	5 days	● Abidjan, Côte d'Ivoire
JUNE 2027			
7 – 11 Jun	Advanced Planning & Communication	5 days	● Cape Town, South Africa
7 – 8 Jun	Microsoft 365 Copilot at Work	2 days	● St. George's, Grenada

FOUR ISLAND VENUES, CHOSEN FOR ACCESS, AMENITIES AND SECURITY.

Our 2027 in-person cohorts move closer to the institutions we serve. Each island has a well-connected airport, a short transfer to the venue and full-service business hotels.

RODNEY BAY

SAINT LUCIA

COHORTS	Advanced Planning & Communication	12–16 Apr
AIRPORT	George F.L. Charles (SLU), about 20 minutes. Long-haul flights land at Hewanorra (UVF), about 90 minutes away.	
LOCATION	Marina and resort district on the north-west coast, with restaurants and services within walking distance.	

ST. GEORGE'S

GRENADA

COHORTS	Microsoft 365 Copilot at Work	7–8 Jun
AIRPORT	Maurice Bishop International (GND), about 10 minutes.	
LOCATION	Grand Anse, the island's main resort and business area, minutes from the capital.	

BRIDGETOWN

BARBADOS

COHORTS	International Relations, Diplomacy & Protocol	19–23 Apr
	Advanced Planning & Communication	10–14 May
AIRPORT	Grantley Adams International (BGI), about 20 minutes; the region's main air hub.	
LOCATION	South coast, five minutes from the capital and its diplomatic and financial community.	

GRAND CAYMAN

CAYMAN ISLANDS

COHORTS	Microsoft 365 Copilot at Work	19–20 Apr
	AI Fluency for Administrative Professionals	21–22 Apr
AIRPORT	Owen Roberts International (GCM), about 10 to 12 minutes.	
LOCATION	Seven Mile Beach, the island's hotel and business corridor near George Town.	

OUR VENUE STANDARD

Dedicated training rooms

Business hotels with private meeting rooms, reliable Wi-Fi and presentation equipment.

Secure, self-contained sites

Accommodation, meals and training under one roof, with on-site security.

Easy arrival

Airport transfers arranged on request for every delegate.

Confirmed on registration

Full venue details are sent with your registration confirmation.

FOUR AFRICAN CITIES, CHOSEN FOR ACCESS, AMENITIES AND SECURITY.

Our African cohorts run across Southern, East and West Africa. Abidjan, home of the African Development Bank, is our French-speaking hub.

SOUTH AFRICA

JOHANNESBURG

COHORTS	Advanced Planning & Communication	23–27 Nov
	International Relations, Diplomacy & Protocol	7–11 Dec
AIRPORT	O.R. Tambo International (JNB), about 20 minutes by road; the Gautrain reaches Sandton in about 15 minutes.	
LOCATION	Sandton and Melrose, the city's main business district.	

SOUTH AFRICA

CAPE TOWN

COHORTS	Advanced Planning & Communication	7–11 Jun
AIRPORT	Cape Town International (CPT), about 20 to 40 minutes depending on traffic.	
LOCATION	City centre and V&A Waterfront, close to Parliament and the consular community.	

RWANDA

KIGALI

COHORTS	Microsoft 365 Copilot at Work	25–26 Jan
	International Relations, Diplomacy & Protocol	15–19 Feb
	Advanced Planning & Communication	22–26 Feb
AIRPORT	Kigali International (KGL), about 15 to 20 minutes. Visa on arrival, free for nationals of African Union, Commonwealth and Francophonie member states.	
LOCATION	City centre, near the Kigali Convention Centre and government offices.	

CÔTE D'IVOIRE

ABIDJAN

COHORTS	Microsoft 365 Copilot at Work	26–27 Apr
	International Relations, Diplomacy & Protocol	24–28 May
AIRPORT	Félix-Houphouët-Boigny International (ABJ), about 30 to 40 minutes.	
LOCATION	Le Plateau, the business district and home of the African Development Bank headquarters.	

BILINGUAL BY DESIGN

French-speaking facilitators

Every course can be delivered by a French-speaking facilitator.

Same dates, both languages

English and French cohorts run on the same dates, so mixed teams can travel together.

Materials in your language

Workbooks, templates and certificates are provided in the language of delivery.

A proven model

Shared iQ has delivered simultaneous English and French cohorts for a multilateral development bank.

ADVANCED PLANNING & COMMUNICATION

FOR ADMINISTRATIVE PROFESSIONALS

Our most requested course, rebuilt for 2027.

FR Also offered in French

COURSE OVERVIEW

Administrative professionals are expected to run the command centre of the executive office: planning ahead, protecting their executive's time and communicating with authority inside and outside the organization.

This 5-day course covers modern administrative practice from planning and scheduling to stakeholder communication, crisis messaging and the responsible use of AI. Each day is built around practical tools and real case studies drawn from international and public institutions.

WHAT YOU WILL ACHIEVE

- | | |
|--|--|
| <p>01 Plan and prioritize with the Wheel of Success and stay one step ahead of competing demands.</p> | <p>02 Manage an executive's diary, email and meetings to create more strategic time.</p> |
| <p>03 Understand organizational structure and measure personal and office performance with KPIs.</p> | <p>04 Communicate with influence and resolve conflict using the Thomas-Kilmann model.</p> |
| <p>05 Represent the organization externally and support reputation and crisis communication.</p> | <p>06 Use AI tools ethically and productively in daily administrative work.</p> |

AT A GLANCE

DURATION

5 days

DESIGNED FOR

Executive assistants, office administrators, office managers and support staff

FORMAT

Live online via Zoom or in person

INCLUDED

Participant workbook, case studies, templates and certificate

AI Fluency delegates receive a US\$300 credit toward this course.

DATES & VENUES

● JOHANNESBURG, SOUTH AFRICA 23 – 27 NOV 2026	● ONLINE VIA ZOOM 7 – 11 DEC 2026	● KIGALI, RWANDA 22 – 26 FEB 2027
● RODNEY BAY, SAINT LUCIA 12 – 16 APR 2027	● BRIDGETOWN, BARBADOS 10 – 14 MAY 2027	● CAPE TOWN, SOUTH AFRICA 7 – 11 JUN 2027

AI FLUENCY

FOR ADMINISTRATIVE PROFESSIONALS

From task executor to AI-augmented strategic partner, in two days.

FR Also offered in French

COURSE OVERVIEW

Generative AI is changing how correspondence, meetings, research and routine reporting get done. This intensive course helps administrative professionals use that shift with confidence, without compromising accuracy, confidentiality or institutional trust.

Through demonstrations, guided practice and a coached capstone, participants learn where AI adds value, where it creates risk and what must always remain human. Every AI-assisted task follows one discipline: Frame, Verify, Own.

WHAT YOU WILL ACHIEVE

- | | |
|---|--|
| <p>01 Use generative AI for drafting, correspondence, minutes, meeting preparation and research.</p> | <p>02 Write clear prompts and improve outputs through structured iteration.</p> |
| <p>03 Spot hallucinations, bias and errors before content reaches a principal or client.</p> | <p>04 Protect privacy and confidentiality in institutional settings.</p> |
| <p>05 Automate one routine workflow from your own desk.</p> | <p>06 Leave with a personal 90-day playbook and three workflows to augment.</p> |

AT A GLANCE

DURATION

2 days

DESIGNED FOR

Administrative professionals, executive assistants, office managers and support staff

FORMAT

Live online via Zoom, or in person in Grand Cayman

INCLUDED

Prompt library, template pack, capstone coaching, certificate and 90-day check-in

Alumni of any Shared iQ course receive an additional 10% discount.

DATES & VENUES

● ONLINE VIA ZOOM

27 – 28 JAN 2027

● ONLINE VIA ZOOM

17 – 18 MAR 2027

● GRAND CAYMAN,
CAYMAN ISLANDS

21 – 22 APR 2027

● ONLINE VIA ZOOM

12 – 13 MAY 2027

MICROSOFT 365 COPILOT AT WORK

HANDS-ON, IN THE TOOLS YOU ALREADY USE

Practical Copilot skills for Outlook, Word, Excel, PowerPoint and Teams.

FR Also offered in French

COURSE OVERVIEW

A practical two-day masterclass designed to help professionals use Microsoft 365 Copilot effectively in their daily work: drafting correspondence, preparing reports, analysing data, summarizing meetings, creating presentations and automating recurring tasks.

The course also covers effective prompting, AI limitations, data protection, governance and responsible AI use. Participants leave with practical skills and a 30-day Copilot adoption plan.

WHAT YOU WILL ACHIEVE

- | | |
|---|---|
| <p>01 Understand Microsoft 365 Copilot and its key features.</p> | <p>02 Write effective prompts and use Copilot across Outlook, Word, Excel, PowerPoint and Teams.</p> |
| <p>03 Draft, summarize and improve workplace documents and communication.</p> | <p>04 Analyse data and create useful reports, formulas and presentations.</p> |
| <p>05 Verify AI-generated content and apply responsible AI and data protection principles.</p> | <p>06 Create simple Copilot agents and a practical 30-day plan for using Copilot at work.</p> |

AT A GLANCE

DURATION

2 days

DESIGNED FOR

Finance and accounting staff, administrators, executive assistants, managers, project and programme officers

FORMAT

Live online via Zoom or in person

INCLUDED

Hands-on labs, course material, certificate and 30-day adoption plan

DATES & VENUES

● ONLINE VIA ZOOM 16 – 17 NOV 2026	● KIGALI, RWANDA 25 – 26 JAN 2027	● ONLINE VIA ZOOM 15 – 16 MAR 2027
● GRAND CAYMAN, CAYMAN ISLANDS 19 – 20 APR 2027	● ABIDJAN, CÔTE D'IVOIRE 26 – 27 APR 2027	● ST. GEORGE'S, GRENADA 7 – 8 JUN 2027

INTERNATIONAL RELATIONS, DIPLOMACY & PROTOCOL

FOR DIPLOMATIC SERVICES & PROTOCOL STAFF

The international order is being reshaped. Diplomacy and protocol are how you navigate it.

FR Also offered in French

COURSE OVERVIEW

Trade wars, geopolitical tensions and shifting alliances are redefining the way nations interact, making diplomacy and protocol essential tools for navigating a complex landscape.

This 5-day course explores the interplay between global governance, diplomacy and protocol, and equips participants to engage effectively in international political and business exchanges.

WHAT YOU WILL ACHIEVE

- | | |
|--|--|
| 01 Understand the international system of governance and its current disruptions. | 02 Analyse the impact of geopolitics, trade wars and global conflicts on international relations. |
| 03 Master the foundations of protocol and diplomacy to foster successful dialogue. | 04 Draft precise diplomatic correspondence for diverse scenarios. |
| 05 Explain the role and influence of multilateral organizations in shaping global policies. | 06 Apply the order of precedence when hosting dignitaries and planning diplomatic events. |

AT A GLANCE

DURATION

5 days

DESIGNED FOR

Diplomatic services, protocol and international relations staff

FORMAT

Live online via Zoom or in person

INCLUDED

Course material, certificate and day-time meals for in-person cohorts

DATES & VENUES

● ONLINE VIA ZOOM

23 – 27 NOV 2026

● BRIDGETOWN, BARBADOS

19 – 23 APR 2027

● JOHANNESBURG, SOUTH AFRICA

7 – 11 DEC 2026

● ABIDJAN, CÔTE D'IVOIRE

24 – 28 MAY 2027

● KIGALI, RWANDA

15 – 19 FEB 2027

WHO ELSE HAS ATTENDED?

Participants from the following organizations have benefited from Shared iQ training.

Centrale Bank van Aruba Aruba	Department of Children & Family Services Cayman Islands Government	National Insurance Scheme Grenada	Environmental Protection Agency Guyana
Ministry of General Affairs Sint Maarten	African Development Bank Multilateral development bank	Islamic Development Bank Multilateral development bank	International Finance Corporation World Bank Group
IFAD International Fund for Agricultural Development	UNICEF United Nations	MINUSCA UN mission, Central African Republic	International Rice Research Institute IRRI
Banco de Moçambique Central bank, Mozambique	European External Action Service European Union	Foreign, Commonwealth & Development Office United Kingdom	Global Affairs Canada Government of Canada
Embassy of the United States Diplomatic mission	Embassy of the Kingdom of the Netherlands Diplomatic mission	Royal Norwegian Embassy Diplomatic mission	GIZ German development cooperation
Oxfam International NGO	Supreme Audit Institution United Arab Emirates	CENTRAL BANKS · MINISTRIES · EMBASSIES DEVELOPMENT BANKS · UN AGENCIES · NGOS	

ANY COURSE, DELIVERED FOR YOUR TEAM.

Every programme in this calendar can be delivered exclusively for your organization, online or on site, on dates that suit your team, in English or French.

In-house delivery lets us use your own policies, approved tools and role-specific scenarios, so participants practise on the situations they actually face.

- 01 Tailored content.** Case studies and exercises adapted to your sector and context.
- 02 Your schedule.** Full-day or half-day formats, delivered online or at your premises worldwide.
- 03 Your tools and policies.** Built around the systems and governance your staff already work within.

HOW TO BOOK A PUBLIC COURSE

- 01 Choose your cohort**
Select a course, date and language from the schedule on page 03.
- 02 Request a registration form**
Email info@sharediq.org with the course, date, language and number of delegates.
- 03 Confirm your place**
Return the signed form. Payment is due within seven working days, by wire transfer, credit card or PayPal.

GROUP BOOKINGS

DISCOUNTS AVAILABLE

SUBSTITUTIONS

FREE OF CHARGE

CERTIFICATES

FOR EVERY DELEGATE



— INQUIRIES & BOOKINGS

CONTACT US TO RESERVE YOUR PLACE

For public cohorts, in-house delivery or group bookings, write to us
and we will help you find the right course, date and language.

info@sharediq.org

www.sharediq.org

CANADA
Calgary, Alberta

SOUTH AFRICA
Midrand, Johannesburg

UNITED STATES
Lakewood, California