

misco Training & Development Catalogue 2026

misco

INSIGHT | KNOWLEDGE | EXPERTISE



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Welcome!

to **misco** Business Academy and misco's Training and Development Centre.

At **misco**, we adopt a dynamic and inclusive delivery style that caters to the diverse needs of all learners. Our training methodology combines modern learning and development practices with established principles of adult learning, while also acknowledging the unique learning styles, professional contexts, and educational backgrounds of participants.

Our training approach is both innovative and practical, driven by real-world application and an understanding of how adults learn best. We believe that learning should be engaging, relevant, and impactful — enabling participants to apply their new skills immediately in their work environment.

Our trainers bring years of hands-on experience in delivering similar programmes to a wide range of stakeholder groups. Their expertise ensures that each session is informed, practical, and tailored to the audience. They also draw on best practices and lessons learned from previous training interventions to maximise value and effectiveness.

With over 40 years of experience in delivering training to both the private and public sectors, **misco's** reputation is built on results. We credit our success to our comprehensive and customisable training resources, our use of interactive methods and visual tools, and the depth of experience within our training team. Each programme is carefully designed and adapted to meet the specific needs of our client organisations, ensuring relevance, impact, and long-term value.

Our products and services include:

- Short professional development programmes
- Accredited course programmes
- Executive Coaching
- In-house customised and tailor-made programmes



Short Professional Development Programmes

What are they?

misco's short professional development programmes are designed to provide targeted, practical learning in a short timeframe — typically ranging from a few hours to a couple of days. These programmes focus on upskilling individuals in specific areas relevant to personal effectiveness and workplace performance. They are ideal for professionals at all levels who want to build competence, boost confidence, and apply skills immediately on the job.

Who are they for?

These programmes are designed for a wide range of participants across industries and career levels. These courses are ideal for

- Early to Mid-Career Professionals
- Supervisors and Team Leaders
- Managers
- Customer-Facing Staff
- Administrative and Support Staff
- HR Professionals

These programmes are ideal for individuals looking to strengthen specific skills as part of their own development, as well as for organisations seeking targeted training solutions for their teams. Whether participants are just entering the workforce, stepping into new responsibilities, or looking to refresh their approach, these short courses offer practical, results-driven learning that can be applied immediately in the workplace.

What are the different types of programmes?

The course programmes are split into the following categories:

- Leadership & Management
- HR & People Management
- Communication in the Workplace
- Emotional Intelligence & Workplace Behaviour
- Productivity & Career Growth
- Sales & Negotiation Skills
- Customer Experience & Service Skills
- Marketing
- Neurodiversity in the Workplace

Stay tuned for live webinars and full-day sessions that are not part of this catalogue but are planned on an ad hoc basis. Want to learn more? Contact us on training@miscomalta.com to be added to our mailing list.

Category: Leadership & Management

Our Leadership & Management courses are designed to equip current and aspiring leaders with the practical tools and strategic mindset needed to lead teams effectively. Whether participants are stepping into leadership for the first time or looking to refine their management approach, these programmes focus on core areas such as team motivation, decision-making, performance management, delegation, and strategic thinking. The sessions are interactive, grounded in real workplace scenarios, and tailored to support confident, capable, and people-focused leadership at all levels.

The Confident Leader Mindset

New to leadership? This course covers the practical tools and mindset shifts needed to step up and lead with confidence.

27/07/2026 OR 11/11/2026 | 9:00-13:00

Trainer: Ritienne Xerri

Fee: €105 (exc. VAT)

Building Psychological Safety: Developing the Sense of Belonging in Others

Learn how to create a psychologically safe work environment that fosters inclusion and trust.

28/07/2026 OR 19/10/2026 | 9:00-12:00

Trainer: Adrian Xuereb Archer

Fee: €80 (exc. VAT)

Leading Multicultural and International Teams

Build the skills to lead diverse teams with confidence, navigate cultural differences, and create stronger collaboration across borders.

28/07/2026 OR 06/10/2026 | 9:00-12:00

Trainer: Charlo Seychell

Fee: €80 (exc. VAT)

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Category: HR & People Management

Our HR & People Management courses are built for professionals involved in shaping, supporting, and managing people practices within their organisation. These programmes offer practical insight into areas such as recruitment and interviewing, performance management, employment law, health and safety, pay transparency, and employer branding. Whether you're an HR professional, line manager, or someone responsible for people-related decisions, these courses provide the knowledge and tools to align people strategies with business performance – ensuring compliance, consistency, and a strong employee experience.

Maltese Employment Law

Confused by what's allowed, required, or risky under local employment law? This course breaks it down clearly, with real-life workplace examples.

02/09/2026 OR 02/12/2026 | 9:00-13:00

Trainer: Dr Iana Said

Fee: €105 (exc. VAT)

Implementing the Pay Transparency Directive: The Next Steps

This practical session walks you through what the directive really means, and how to prepare your business without the legal jargon.

Dates TBC | 9:00-12:00

Trainer: Joanne Bondin

Fee: €80 (exc. VAT)

The Art of Interviewing Skills

It's not just what to ask, but how to ask. Develop practical interviewing techniques that help you choose the right person, not just the right CV.

05/08/2026 OR 04/11/2026 | 9:00-12:00

Trainer: Iona Cassar

Fee: €80 (exc. VAT)

Performance Management & Appraisals

Say goodbye to awkward appraisals and build confidence in giving fair, constructive feedback that actually motivates people to achieve their desired performance.

22/07/2026 OR 21/10/2026 | 9:00-11:00

Trainer: Ritienne Xerri

Fee: €55 (exc. VAT)

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Category: Communication in the Workplace

Clear, confident, and purposeful communication is essential in every workplace. Our Communication courses are designed to help individuals at all levels strengthen how they speak, listen, write, and interact with others. Covering everything from public speaking and non-verbal cues to business writing, feedback conversations, and active listening, these programmes focus on overcoming common communication barriers and building professional presence. Whether in meetings, emails, or high-stakes conversations, participants will walk away with practical tools to express themselves more effectively and foster stronger working relationships.

Calm in the Storm: Communicating Through Conflict

When tensions rise, how you communicate can either escalate or resolve the issue. This course will give you the skills to manage and resolve conflicts through effective communication techniques.

09/07/2026 OR 12/10/2026 | 9:00-13:00

Trainer: Adrian Xuereb Archer

Fee: €105 (exc. VAT)

Write it Right: Writing Business Emails

No more vague, rambling emails. Learn how to write with purpose, get to the point, and maintain the right tone—especially when the message is sensitive.

25/08/2026 OR 24/11/2026 | 9:00-11:00

Trainer: Kirsty Micallef Falzon

Fee: €55 (exc. VAT)

Own the Room: Confident Presentation Skills

If the thought of speaking up in front of a group makes you nervous, this course will help you structure your message and deliver it with confidence.

15/09/2026 OR 15/12/2026 | 9:00-13:00

Trainer: Charlo Seychell

Fee: €105 (exc. VAT)

The Power of Assertiveness at Work

Struggling to say no or make your voice heard without sounding aggressive? This session is your toolkit for respectful assertiveness.

07/07/2026 OR 20/10/2026 | 9:00-12:00

Trainer: Charlo Seychell

Fee: €80 (exc. VAT)

Effective Meetings & Minute Taking: Tools for Clarity & Action

Tired of meetings that go in circles? Learn how to structure meetings, keep them focused, and write minutes people will actually use.

26/08/2026 OR 25/11/2026 | 9:00-12:00

Trainer: Ilaria Spiteri Axiak

Fee: €80 (exc. VAT)

Category: Emotional Intelligence & Workplace Behaviour

Understanding yourself and others is essential to thriving at work. Our Emotional Intelligence & Workplace Behaviour courses focus on emotional intelligence, empathy, and self-awareness to improve relationships, manage stress, and navigate workplace dynamics. Whether leading or contributing to a team, these sessions offer practical tools for building a more respectful, resilient, and values-driven work environment.

Mindfulness at Work: Focus, Resilience & Clarity

For those days when your brain is juggling a million tabs, learn simple and practical mindfulness techniques to improve focus and stay calm under pressure.

04/08/2026 OR 26/10/2026 | 9:00-12:00

Trainer: Adrian Xuereb Archer

Fee: €80 (exc. VAT)

The Culture Code: Understanding Behaviour & Belonging at Work

Office culture is about how people behave. This course will help you understand the hidden dynamics of workplace culture and foster a sense of belonging.

10/09/2026 OR 04/11/2026 | 9:00-13:00

Trainer: Adrian Xuereb Archer

Fee: €105 (exc. VAT)

The Power of Emotional Intelligence in Leadership

As a leader, how you handle your emotions sets the tone for your whole team. This session will help you lead with empathy, insight, and impact.

08/07/2026 OR 07/10/2026 | 9:00-11:00

Trainer: Ritienne Xerri

Fee: €55 (exc. VAT)

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Category: Productivity & Career Growth

These courses are designed to help professionals take charge of their time, goals, and growth. Whether it's improving focus, building executive presence, or using AI tools to work smarter, this category supports individuals who want to work more effectively and grow with purpose. From time management and strategic goal setting to critical thinking, networking, and personal branding, each programme equips participants with practical skills to boost their productivity, confidence, and long-term career development.

Responsible Use of AI at Work

Learn how to use AI tools in a practical, ethical, and professional way while avoiding common risks and mistakes.

27/08/2026 OR 26/11/2026 | 10:00-12:00

Trainer: Andrew Zammit Manduca

Fee: €55 (exc. VAT)

Time Management Reloaded: Taming Your Time Monster

Too many tasks, too little time? Learn how to prioritise, set boundaries, and take control of your day without burning out.

01/09/2026 OR 01/12/2026 | 9:00-12:00

Trainer: Charlo Seychell

Fee: €80 (exc. VAT)

From Problem to Solution: Tools for Critical Thinking & Problem Solving

Learn how to slow down your thinking, ask the right questions, and tackle problems without jumping to conclusions.

01/09/2026 OR 01/12/2026 | 10:00-12:00

Trainer: Andrew Zammit Manduca

Fee: €55 (exc. VAT)

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Category: Sales & Negotiation Skills

Success in sales and negotiation relies on more than just technique—it's about building trust, understanding needs, and closing with confidence. These courses are designed for professionals in both B2B and retail environments who want to refine their ability to influence, persuade, and resolve objections. Whether you're new to sales or looking to sharpen your negotiation edge, these programmes offer practical strategies to engage clients, drive results, and create lasting value—without resorting to hard selling.

Negotiate with Impact: Influence, Persuade, Resolve

Get the results you want without damaging relationships—learn how to negotiate confidently and handle objections with ease.

26/08/2026 OR 25/11/2026 | 9:00-11:00

Trainer: Ritienne Xerri

Fee: €55 (exc. VAT)

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Category: Customer Care

Delivering exceptional service is not just about solving problems—it's about creating positive, lasting impressions. These courses are designed for front-line staff and customer-facing teams who want to elevate their approach to customer care. From managing challenging interactions to communicating clearly over the phone, and exceeding customer expectations, each session equips participants with the confidence, empathy, and practical tools to build stronger customer relationships and represent their organisation with professionalism.

Beyond Expectations: Raising the Bar in Customer Care

Go from good to great with your customers. This course can help you deliver service that leaves a lasting, positive impression.

04/08/2026 OR 10/11/2026 | 9:00-12:00

Trainer: Charlo Seychell

Fee: €80 (exc. VAT)

Calm the Storm: Managing Difficult Customers

Learn how to stay calm, de-escalate tense situations, and turn challenging interactions into opportunities to build trust.

01/09/2026 OR 01/12/2026 | 9:00-11:00

Trainer: Kirsty Micallef Falzon

Fee: €55 (exc. VAT)

Customer Journey Mapping and Service Recovery

Learn how to understand the customer experience, identify pain points, and recover effectively when things go wrong.

16/07/2026 OR 01/10/2026 | 10:00-12:00

Trainer: Andrew Zammit Manduca

Fee: €55 (exc. VAT)

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Category: Marketing

In a fast-paced digital landscape, effective marketing requires both creativity and strategy. These courses are ideal for professionals looking to build foundational skills in content creation, email marketing, SEO, and customer experience design. Whether you're new to marketing or supporting marketing efforts within your role, these hands-on programmes provide essential tools to engage audiences, craft compelling messages, and map out customer journeys that drive results.

Email Marketing Essentials

Craft emails people actually want to open. This course covers structure, strategy, and tools to boost engagement.

23/07/2026 OR 15/10/2026 | 10:00-12:00

Trainer: Andrew Zammit Manduca

Fee: €55 (exc. VAT)

Social Media Marketing

Learn how to build an effective social media presence by understanding platforms, audiences, and content strategies that drive engagement and support your brand.

30/07/2026 OR 29/10/2026 | 10:00-12:00

Trainer: Andrew Zammit Manduca

Fee: €55 (exc. VAT)

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Category: Neurodiversity in the Workplace

Creating inclusive workplaces starts with understanding and supporting the diverse ways people think, communicate, and work. These courses are designed for HR professionals, managers, team leaders, and employees who want to better support neurodivergent colleagues. Covering topics such as inclusive communication, ADHD management, self-regulation, and affirming practices, the programmes offer practical strategies to foster a more respectful, accessible, and productive work environment for all.

Understanding & Managing Challenging Behaviours in Neurodivergent Individuals

Build confidence in responding to behaviours that may seem disruptive, with empathy, clarity, and practical tools.

06/08/2026 OR 12/11/2026 | 10:00-12:00

Trainer: Andrew Zammit Manduca

Fee: €55 (exc. VAT)

Stay tuned for live webinars and full-day sessions that are not part of this catalogue but are planned on an ad hoc basis. Want to learn more? Contact us on training@miscomalta.com to be added to our mailing list.

Accredited Course Programmes

At misco Business Academy, we believe in learning that leads to real-world impact. Our accredited programmes are designed to build practical skills, support professional growth, and align with today's evolving business needs.

All our accredited courses are approved by the Malta Further and Higher Education Authority (MFHEA) as part of Malta's national qualifications framework. These courses are assigned MQF levels and ECTS credits, ensuring they meet quality standards and are recognised locally and across Europe.

Whether you're looking to build foundational knowledge or strengthen your leadership skills, our accredited programmes offer structured learning with measurable outcomes.

Why Choose Our Accredited Courses?

- You can gain your **recognised certification** because misco Business Academy is officially accredited by MFHEA, with learning outcomes tied to MQF levels
- We take on a **flexible and applied learning** approach through practical, interactive sessions that fit around your work schedule
- We have **career-oriented programmes** that are focused on helping learners grow within their role or take the next step in their career
- You can join our **supportive learning environment** led by experienced trainers and ongoing guidance from the misco team

New Course Programme:

Award in Supporting Wellbeing and Mental Health of Self and Others

- EQF/MQF Level 3, 5 ECTS
- Starting September 2026
- Area of Specialisation: Health and Welfare
- Fee: €500 (exc. VAT)

Upcoming Accredited Courses for Award Programmes include:

Award in Training the Trainer

- EQF/MQF Level 5, 5 ECTS
- Starting July 2026
- Area of Specialisation: Human Resource Management
- Fee: €500 (exc. VAT)

Award in Project Management

- EQF/MQF Level 5, 8 ECTS
- Starting July 2026
- Area of Specialisation: Leadership & Management
- Fee: €800 (exc. VAT)

Award in Managing Operations Research

- EQF/MQF Level 5, 5 ECTS
- Starting July 2026
- Area of Specialisation: Leadership & Management
- Fee: €500 (exc. VAT)

Award in Managing Human Resources

- EQF/MQF Level 5, 5 ECTS
- Starting August 2026
- Area of Specialisation: Leadership & Management
- Fee: €500 (exc. VAT)

Award in Employee Wellness and Engagement: Organisational Behaviour, Leadership and Group Dynamics

- EQF/MQF Level 5, 10 ECTS
- Starting October 2026
- Area of Specialisation: Human Resource Management
- Fee: €1000 (exc. VAT)

Award in Managing Mental Health in the Organisation

- EQF/MQF Level 5, 5 ECTS
- Starting October 2026
- Area of Specialisation: Leadership & Management
- Fee: €400 (exc. VAT)

Upcoming Accredited Courses for Full Programmes include:

Undergraduate Higher Diploma in Human Resource Management and Development

- EQF/MQF Level 5, 120 ECTS
- Starting October 2026
- Fee: €4200 (exc. VAT)

Undergraduate Higher Diploma in Leadership and Management

- EQF/MQF Level 5, 120 ECTS
- Starting October 2026
- Fee: €4200 (exc. VAT)

Bachelor's Degree in Human Resource Management and Development (Top-Up)

- EQF/MQF Level 6, 60 ECTS
- Starting October 2026
- Fee: €2000 (exc. VAT)

Bachelor's Degree in Leadership and Management (Top-Up)

- EQF/MQF Level 6, 60 ECTS
- Starting October 2026
- Fee: €2000 (exc. VAT)

Certificate in Manufacturing Engineering

- EQF/MQF Level 3, 60 ECTS
- Starting October 2026
- Fee: €4500 (exc. VAT)

Our accredited training can also be delivered in-house and adapted to your team's needs, offering organisations a valuable tool for structured staff development.

To learn more about our accredited courses, contact the misco Business Academy team on training@miscomalta.com or visit our website on www.miscomalta.com.

Executive Coaching

At misco, our Executive Coaching service provides a focused and confidential space for leaders and professionals to reflect, grow, and overcome real workplace challenges. Coaching is fully tailored to the needs of the individual and the goals of the business.

Our approach is practical, results-oriented, and grounded in real organisational experience. We work closely with clients to support development in areas such as leadership, performance, communication, and resilience.

Who is it for?

Executive Coaching is ideal for:

- Senior managers and executives seeking to sharpen their leadership approach
- Team leaders stepping into more strategic roles
- Professionals facing transition, new responsibilities, or change
- High-potential individuals identified for future leadership
- Business owners or directors looking for a thinking partner

What makes misco's Executive Coaching different?

- Our one-to-one coaching focusses on real challenges and opportunities that are personalised and kept confidential
- Coaching sessions are delivered by professionals with business expertise and coaching credentials
- The process is results-driven, whereby clear goals, action plans, and regular progress reviews
- Sessions can be online or in-person, scheduled around the client's availability.

What can be addressed?

- Leading with confidence and empathy
- Managing pressure and making sound decisions
- Strengthening communication and interpersonal effectiveness
- Navigating change, conflict, or uncertainty
- Clarifying goals and improving accountability

How does it work?

Step 1 – Intake Meeting

- We meet with the client and/or sponsor to understand the context, needs, and coaching objectives. This helps us match the right coach to the individual.

Step 2 – Goal Setting

- In the first coaching session, the coach and coachee identify key goals and areas of focus. These are typically aligned with organisational needs or personal leadership priorities.

Step 3 – Coaching Sessions

- A series of one-to-one sessions take place over a set period (e.g. 4–6 sessions over 3–6 months). Sessions are confidential and designed to encourage reflection, action planning, and accountability.

Step 4 – Ongoing Support and Progress Tracking

- Coachees are encouraged to apply insights between sessions. Progress is reviewed regularly, and adjustments are made as needed to stay aligned with the agreed objectives.

Step 5 – Final Review

- At the end of the coaching journey, we hold a wrap-up session to reflect on progress, outcomes, and next steps. Where relevant, feedback can also be shared with the sponsor.

In-House & Customised Tailor-Made Programmes

We understand that no two organisations are the same. Our in-house training programmes are designed around your business needs, team dynamics, and operational goals.

Whether you want to address specific skills gaps, support change, or enhance performance, we work with you to deliver practical, relevant, and results-driven learning experiences – directly within your organisation.

Why Choose Customised Training?

- Tailored Content – Programmes designed specifically for your industry, challenges, and learning objectives
- Flexible Format – Delivered at your premises, online, or off-site – in formats that suit your team's schedule
- Practical and Engaging – Real scenarios, interactive methods, and tools that can be applied immediately at work
- Consistent Outcomes – Aligns staff across departments with common tools, language, and standards

Popular Customised Topics Include:

- Supervisory and team leadership skills
- Customer care and communication
- Conflict resolution and emotional intelligence
- Time management and productivity
- Business writing and presentation skills
- Project management and problem solving
- HR and people management
- Sales and service excellence

Our Process

- Step 1 – Understanding Your Needs
 - We meet with you to explore your training goals, team dynamics, and desired outcomes.
- Step 2 – Proposal and Programme Design
 - We create a tailored training proposal with recommended topics, methods, and duration. This is reviewed and refined with your input.
- Step 3 – Delivery
 - Our trainers deliver the programme using interactive, practical methods that engage your team and apply to their daily work.
- Step 4 – Feedback and Follow-Up
 - After the training, we gather feedback and can offer further support through coaching, additional sessions, or evaluation tools.

Training Funds

Did you know that most of misco's training programmes can be fully or partially funded through national schemes?

Our clients regularly benefit from:

- Jobsplus' Investing in Skills Scheme – This scheme can cover a substantial portion of the cost for all misco training courses and programmes, including in-house and customised training. It's a great way to upskill your team while maximising your training budget.
- Get Qualified Scheme – For accredited programmes offered by misco Business Academy, individuals can recover up to 70% of course fees through tax credits. This applies to a wide range of our MQF-accredited courses.

We can guide you through the process and assist you in applying, so you can focus on what matters: building skills that drive results.

Contact Us

At misco, we don't just deliver training. We work with you to build real, lasting impact.

Whether you're looking to upskill your team, design a custom learning journey, or explore executive coaching, we're here to support you every step of the way. Our approach is practical, people-focused, and always tailored to your goals.

Not sure where to start? Let's talk.

We'll help you identify the right solutions for your people and your business — no pressure, just expert guidance.

Reach out today to start a conversation with our team.

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 www.miscomalta.com