Technical Training for Non-Technical Staff Training Course

Professional Development Training Course Outline

Category	Human Resource Management	**Duration**	5 Days
Base Fee	$1,500 USD	**Delivery Mode**	Online / On-site Hybrid

Course Introduction

In today’s digital-first economy, organizations must ensure that every employee regardless of role possesses strong technical literacy. Technical Training for Non-Technical Staff bridges the gap between business operations and core technologies such as Cloud Computing, Cybersecurity, Artificial Intelligence (AI), Data Analytics, Automation, SaaS Platforms, Digital Transformation, and Agile Methodology. Technical Training for Non-Technical Staff Training Course empowers professionals to confidently engage in technology-driven discussions, make data-informed decisions, and collaborate effectively with IT and engineering teams.

As industries adopt AI-powered systems, enterprise software, digital workflows, and cybersecurity frameworks, non-technical professionals must understand technical concepts to reduce risk, enhance productivity, and drive innovation. This training simplifies complex concepts into practical knowledge, enabling participants to understand IT infrastructure, APIs, databases, software development lifecycle (SDLC), DevOps, and emerging technologies without requiring coding expertise.

Programme Curriculum

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Course Duration

5 days

Course Objectives

1. Develop strong Digital Literacy & Technical Awareness
2. Understand Cloud Computing (AWS, Azure, Google Cloud) fundamentals
3. Gain foundational knowledge of Cybersecurity & Data Protection (Zero Trust, GDPR)
4. Interpret Data Analytics & Business Intelligence dashboards
5. Understand AI, Machine Learning & Automation concepts
6. Learn basics of Software Development Lifecycle (SDLC) & Agile Frameworks
7. Understand APIs, Integrations & SaaS ecosystems
8. Build awareness of IT Infrastructure & Networking fundamentals
9. Improve collaboration between Business & IT teams
10. Understand Digital Transformation strategies
11. Recognize Risk Management & Compliance frameworks
12. Interpret Technical documentation & system workflows
13. Support strategic decisions using Technology-Driven Insights

Target Audience

1. HR Professionals
2. Finance & Accounting Teams
3. Sales & Marketing Professionals
4. Operations Managers
5. Customer Support Teams
6. Project Managers
7. Administrative Executives
8. Business Leaders & Department Heads

Course Modules

Module 1: Fundamentals of Technology & Digital Transformation

- Understanding Digital Ecosystems
- Overview of IT Infrastructure
- Cloud vs On-Premise Systems
- Introduction to Enterprise Systems
- Case Study: Digital Transformation Success in a Global Enterprise

Module 2: Cloud Computing & SaaS Platforms

- What is Cloud Computing?

- IaaS, PaaS, SaaS Explained
- Cloud Security Basics
- Subscription-based Business Models
- Case Study: Migrating Business Operations to Cloud Platforms

Module 3: Cybersecurity & Data Protection

- Cyber Threat Landscape
- Phishing, Ransomware & Social Engineering
- Data Privacy & Compliance (GDPR, ISO Standards)
- Password & Access Management
- Case Study: Preventing a Corporate Data Breach

Module 4: Data Analytics & Business Intelligence

- Understanding Data Types
- Dashboards & KPIs
- Data Visualization Tools
- Data-Driven Decision Making
- Case Study: Using Analytics to Improve Sales Performance

Module 5: Artificial Intelligence & Automation

- AI & Machine Learning Basics
- Chatbots & Intelligent Systems
- Robotic Process Automation (RPA)
- AI Ethics & Governance
- Case Study: AI Implementation in Customer Service

Module 6: Software Development Lifecycle (SDLC) & Agile

- Waterfall vs Agile
- Scrum & Kanban Basics
- Role of Product Owners
- DevOps Overview
- Case Study: Agile Transformation in IT Projects

Module 7: APIs, Integrations & System Workflows

- What are APIs?
- System Integration Basics
- Workflow Automation
- CRM & ERP Connectivity
- Case Study: API Integration for E-commerce Growth

Module 8: Emerging Technologies & Innovation

- Blockchain Basics
- Internet of Things (IoT)
- Edge Computing
- Digital Strategy Planning
- Case Study: Innovation Strategy in a Tech-Driven Organization

Training Methodology

This course employs a participatory and hands-on approach to ensure practical learning, including:

- Interactive lectures and presentations.
- Group discussions and brainstorming sessions.
- Hands-on exercises using real-world datasets.
- Role-playing and scenario-based simulations.
- Analysis of case studies to bridge theory and practice.
- Peer-to-peer learning and networking.
- Expert-led Q&A sessions.
- Continuous feedback and personalized guidance.

Register as a group from 3 participants for a Discount

Send us an email: info@fineskilltrainingcenter.org or call *+254769199797*

Certification

Upon successful completion of this training, participants will be issued with a globally- recognized certificate.

Tailor-Made Course

We also offer tailor-made courses based on your needs.

Key Notes

a. The participant must be conversant with English.

b. Upon completion of training the participant will be issued with an Authorized Training Certificate

c. Course duration is flexible and the contents can be modified to fit any number of days.

d. The course fee includes facilitation training materials, 2 coffee breaks, buffet lunch and A Certificate upon successful completion of Training.

e. One-year post-training support Consultation and Coaching provided after the course.

f. Payment should be done at least a week before commence of the training, to Fineskill Training Center account, as indicated in the invoice so as to enable us prepare better for you.

Upcoming Scheduled Sessions

Start Date	End Date	Location	Price
23 Nov 2026	27 Nov 2026	Online	$1,000

Start Date	End Date	Location	Price
23 Nov 2026	27 Nov 2026	Physical	$1,500
23 Nov 2026	27 Nov 2026	Physical	$3,000
23 Nov 2026	27 Nov 2026	Physical	$3,000
23 Nov 2026	27 Nov 2026	Physical	$6,000
23 Nov 2026	27 Nov 2026	Physical	$4,500
23 Nov 2026	27 Nov 2026	Physical	$6,000
23 Nov 2026	27 Nov 2026	Physical	$6,000

Ready to enroll or request a customized program? Book online or contact us:

Register Online Now

Email: info@fineskilltrainingcenter.com | Website: www.fineskilltrainingcenter.com