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## DIGITAL TRANSFORMATION FUNDAMENTALS

<b>Start Date:</b>	29/11/2026	<b>End Date:</b>	03/12/2026
<b>Categories:</b>	Artificial Intelligence & Er	<b>Venues:</b>	Kuwait
<b>Formats:</b>	In Person	<b>Instructors:</b>	

### OVERVIEW

This course introduces the key concepts, technologies, and strategies driving digital transformation across industries. It empowers participants with a foundational understanding of how digital innovation reshapes business models and operations.

### OBJECTIVES

By the end of this course, participants will be able to: – Understand the drivers and enablers of digital transformation. – Identify key technologies including AI, IoT, cloud, and automation. – Assess the impact of digitalization on customer experience and operations. – Explore frameworks for initiating digital change in their organization. – Build a digital transformation mindset and culture.

### COURSE OUTLINE

1- What is Digital Transformation? 2- Key Technologies and Tools 3- Customer-Centric Digital Models 4- Organizational Change and Agility 5- Planning Your Digital Journey

### TARGET AUDIENCE

All Supervisory Levels, All staff, new managers, and functional teams looking to build digital fluency and transformation awareness.

### METHODOLOGY

Case studies, tech overviews, digital benchmarking exercises, and transformation canvas workshops.

### CONCLUSION

Participants will walk away with a clear understanding of digital transformation and how to contribute to change within their roles.

### DAILY AGENDA

## **Day 1: Understanding Digital Transformation**

Define transformation vs. digitization and the role of disruptive technologies.

## **Day 2: Core Technologies**

Explore AI, automation, data, and cloud tools driving innovation.

## **Day 3: Customer and Experience Innovation**

Map customer journeys and design digital-first service models.

## **Day 4: Organizational Shifts**

Understand structure, leadership, and cultural shifts required.

## **Day 5: Initiating Change**

Build a simple roadmap to guide digital adoption in your function.

*For more information, please contact us:*

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