Garnet
Garnet Global Training Center

GGT-SM-117

Smart Cities & Urban Management

Resident Happiness & Quality of Life

سعادة السكان وجودة الحياة

Duration	Language	Formats	Hours	Level
5 or 10 days	**English or Arabic**	**Classroom, online, in-house**	**35 / 70**	**Intermediate (practitioner)**

Overview

Resident Happiness & Quality of Life focuses on how the work is actually done: the methods, checks and decisions practitioners use every day, illustrated with real cases from the region. Plan, run and digitalise cities and municipal services for residents and investors. It runs as a 5-day or 10-day program in English or Arabic, in classrooms in Dubai, Riyadh, Cairo, London, Istanbul and other cities, or live online, and can be delivered in-house.

What you will be able to do

- Apply the methods and standards of Resident Happiness & Quality of Life to real tasks.
- Avoid the mistakes that most often cause rework or failure.
- Share good practice with your team.
- Use the right tools, checks and calculations step by step.
- Diagnose common problems and identify root causes.

Who should attend

Municipal managers, urban planners, smart city teams and city service operators. Practitioners with one to five years of experience benefit most.

Key topics

- Urban strategy and governance
- Municipal services
- Digital city platforms
- Mobility and infrastructure
- Resident experience
- Data and performance

Formats and fees

5-day classroom	**USD 4,750**
5-day online	**USD 2,950**
10-day classroom	**USD 8,950**
10-day online	**USD 5,450**
In-house	**Quotation per group**

Fees per participant, excluding VAT.

Register or ask

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Email: info@garnettrainings.com

Training: training@garnettrainings.com

Web: garnettrainings.com

Sharjah Publishing City Free Zone, Sharjah, UAE

Certificate

Participants who attend at least 90% of sessions and complete the final assessment receive a certificate of completion stating 35 contact hours (5-day) or 70 contact hours (10-day).

5-day outline

Day 1 Resident Happiness & Quality of Life: principles and standards

- Resident experience
- Regional and international case studies

Day 2 Methods and tools in practice

- Data and performance
- Urban strategy and governance

Day 3 Diagnosis and problem solving

- Municipal services
- Checklists and templates to take away

Day 4 Quality, safety and documentation

- Digital city platforms
- Group discussion and peer review

Day 5 Workshop, assessment and action plan

- Mobility and infrastructure
- Measurement and reporting

10-day outline

Day 1 Resident Happiness & Quality of Life: principles and standards

- Resident experience
- Regional and international case studies

Day 2 Methods and tools in practice

- Data and performance
- Urban strategy and governance

Day 3 Diagnosis and problem solving

- Municipal services
- Checklists and templates to take away

Day 4 Quality, safety and documentation

- Digital city platforms
- Group discussion and peer review

Day 5 Workshop, assessment and action plan

- Mobility and infrastructure
- Measurement and reporting

Day 6 Advanced techniques and specialist practice

- Complex cases in depth
- Hands-on workshop on a workplace challenge

Day 7 Digital tools, data and automation

- Analysis tools and software
- Using AI in this field

Day 8 Benchmarking against international practice

- Global performance benchmarks
- Common mistakes and how to avoid them

Day 9 Capstone project

- Analyse a real challenge from your organisation
- Build the solution and implementation plan

Day 10 Presentations, final assessment and certificates

- Project presentations and review
- Final exam and certificate award

Schedule 2027–2030

Dates	Format	City	Language	Fee (USD)
11–22 Jan 2027	10-day classroom	Abu Dhabi	Arabic	8,950
10–14 May 2027	5-day online	Live online	Arabic	2,950
9–13 Aug 2027	5-day classroom	Paris	English	4,750
10–14 Oct 2027	5-day classroom	Jeddah	English	4,750
7–11 Feb 2028	5-day classroom	Abu Dhabi	Arabic	4,750
8–12 May 2028	5-day classroom	Amsterdam	English	4,750
2–13 Oct 2028	10-day online	Live online	English	5,450
11–22 Dec 2028	10-day classroom	Paris	English	8,950
12–23 Mar 2029	10-day classroom	Dubai	Arabic	8,950

Dates	Format	City	Language	Fee (USD)
1–5 Apr 2029	5-day classroom	Manama	Arabic	4,750
1–5 Jul 2029	5-day classroom	Amman	Arabic	4,750
19–23 Nov 2029	5-day online	Live online	English	2,950
7–11 Jan 2030	5-day classroom	Paris	English	4,750
18–22 Feb 2030	5-day classroom	Dubai	Arabic	4,750
6–17 Oct 2030	10-day classroom	Jeddah	English	8,950
11–22 Nov 2030	10-day online	Live online	English	5,450

Customised and in-house versions of this course are available on request. garnettrainings.com/en/customise/