



# COMPANY PROFILE

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WE WORK TOGETHER UTILIZING STATE OF ART  
TOOLS TO **IMPROVE** YOUR BUSINESS

[www.amsol.ca](http://www.amsol.ca)



# AMS MISSION

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“

*AMS aim to deliver exceptional consulting, implementation, training services, and provide top-notch business solutions to companies of all sizes, enabling them to compete and win not just against competitors but also against a constantly changing economy.*

”





## AMS STRATEGY

*Establish clearly defined objectives for each project, and consistently manage the scope and cost of our projects to deliver guaranteed results to our clients.*

*We are committed to providing client value that is unparalleled in the industry a guarantee that your implementation will be on time and on budget.*

*At AMS, we pride ourselves on building strong and lasting relationships with our clients. From project planning to post-implementation support, AMS will help your organization take full advantage of the broad functionality of management solutions*



**CONSULTING**



**ASSESSMENT**



**TRAINING**



**COACHING**



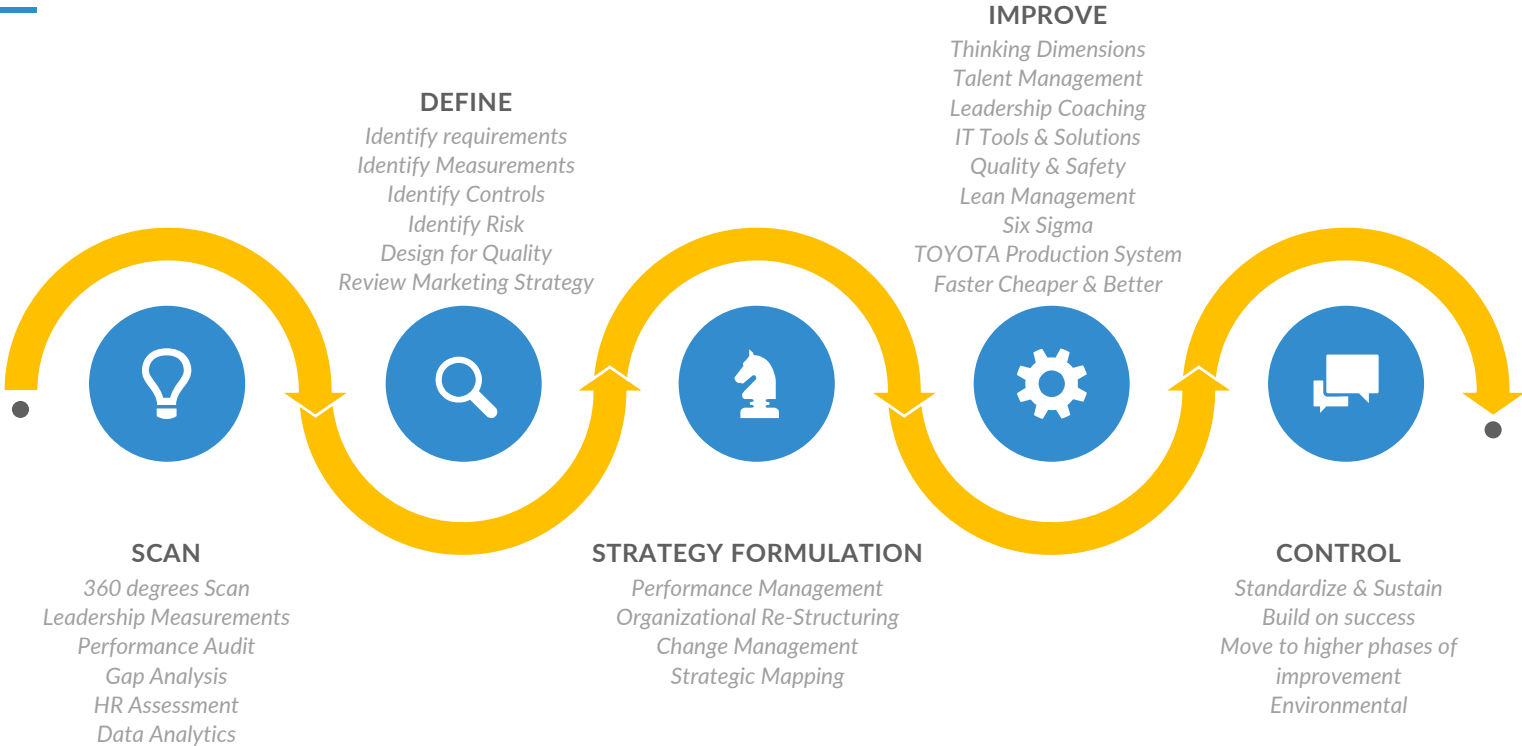


# CONSULTING SERVICE

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# OUR SOLUTIONS APPROACH AND DEVELOPMENT PROGRAMS

We work together to enhance your business



# IMPROVE YOUR REVENUE BY STRENGTHENING YOUR ORGANIZATION

*Services provided cover a wide range of issues including the following challenges typically faced by managers:*

## **Strategic Planning/Visioning**

*Facilitate the creation of a vision for the department's future mission.*

*Analyze the department's current state and help establish direction for the future.*

## **Change Management**

*Define, plan and execute strategic organizational change, from both people and systems perspectives.*

*Manage organizational transformations including restructuring, hiring, layoffs, consolidations and acquisitions.*

*Align the department's initiatives with MSU's vision and mission.*

## **Performance Management**

*Teach performance management strategies and processes, focusing on ways to handle performance challenges, setting clear expectations, and creating development plans.*

*Provide performance-based training and/or coaching to maximize contributions to the department.*

*Perform "gap analyses" by identifying current skills/abilities and future needs.*

*Develop strategies to close performance gaps.*

## **Leadership Development**

*Coach individuals to improve their abilities to lead and manage.*

*Instill the value of innovative leadership within the department.*

*Teach conflict resolution skills to help leaders resolve and mediate conflict, as well as help leaders recognize the potential for conflict before it arises.*



## **CLIENT BENEFITS**

OD assessments provide departments with a clear and objective view of the current state of leadership, structure, processes, people and climate issues, often uncovering situations that inhibit complete success. OD assessments reveal the perceptions of "what is." This understanding, along with partnered discussion about future needs and opportunities, creates a sound base for meaningful strategic planning, visioning and/or mission definition.

# IMPROVE YOUR REVENUE BY STRENGTHENING YOUR ORGANIZATION

## **Climate/Culture/Interpersonal Relationships**

*Improve communication channels within the department for productive cooperation/teamwork and to build trust and respect.  
Identify core values and establish interaction ground rules.  
Counsel individuals regarding work place behaviors.  
Lend a "third party perspective" to difficult problems.  
Assess personal work styles and provide coaching on how to integrate all styles for a positive and productive work environment.  
Develop methods for employee recognition to enhance feelings of self-worth and importance.*

## **Organizational Structure/Work Processes/Job Design**

*Assess and refine the processes and methods of critical operations.  
Analyze staffing needs and restructure positions, focusing on effective job matches and utilizing positions consistent with their classification and grade level, thereby leveraging human resources in the most cost-effective and efficient manner.  
Examine, target, and redesign organizational processes to become more responsive and efficient.*



## **CLIENT BENEFITS**

OD activities reaffirm that our most important resource is people. A talented and dedicated workforce is essential to reaching full potential. By developing employees' skills and knowledge, departments realize gains in productivity and efficiency. Improved employee competencies, coupled with a collaborative environment and strong leadership, produce desired goals.

Complementing the importance of people is a necessity for efficient organizational structures and processes and well-designed jobs. OD assessments identify areas for improvement, while insuring connectivity to customer needs, department objectives and the University mission.



# HR SERVICES



## HR PROGRAMS AND POLICIES

*Our team's demonstrated results in designing, developing, and reviewing internal HR programs and policies in such areas as talent management, employee recognition, recruitment, leadership development, workforce planning and compensation have allowed our clients to achieve their operational goals .*



## ORGANIZATIONAL EFFECTIVENESS

*Organizational Design  
Change management and culture change  
Organizational development*



## JOB DESCRIPTION WRITING AND JOB DESIGN

*Our consultants have provided extensive services around job design and job description writing. We have years of experience working with public sector HR guidelines and practices and are knowledgeable with numerous off-the-shelf and proprietary compensation systems.*



## PROCESS REVIEW AND IMPROVEMENT

*Our team understands the dynamic realities of public and not for profit sectors and the demands placed on organizations to ensure they optimize their resources. This is why we have developed tools and strategies for our clients that provide quantitative and qualitative assessments of resource implications of business process changes.*



## PROJECT MANAGEMENT

*For more information about our services please contact or send us a message through our contact us page. Organizations in the Ontario Public Sector and Provincially Funded Organizations can also access our services*



## OUR HR SERVICE WILL HELP YOU:

**Increase your knowledge of HR management;  
Build a solid organizational structure;  
Attract and onboard qualified talent;  
Develop a performance management system;  
Learn how to take disciplinary measures; and  
Ensure your policies and procedures comply with regulations.**

# HERE IS OUR FIVE-STEP PROCESS FOR STRENGTHENING YOUR HUMAN CAPITAL

## 1. ASSESS

*We meet with you to understand your business and objectives. During this phase, we also: review your current HR approach and materials; and discuss your expectations and agree on a project timeline.*

## 2. PLAN

*We analyze the HR material you provide so that we can: make recommendations to strengthen your HR practices; develop an action plan to implement our recommendations; and identify which tools must be developed to support your goals.*

## 3. DESIGN

*Two modules covering different focus areas are available. You may choose modules 1 and 2, or module 2 alone, depending on your needs:*

### Module 1:

*Organizational structure and position profiles. Employee manual*

### Module 2:

*Recruiting and onboarding. Performance management process. Disciplinary procedure*

## 4. IMPLEMENT

*We facilitate two management workshops to ensure your management team understands how to use the new tools, as well as their role as managers.*

## 5. FINALIZE

*We provide you with a final report that summarizes your project and suggests next steps to help you implement your new tools. You also have up to five hours of on-demand virtual support where you can reach us to ask questions or obtain guidance.*



## OUR HR SERVICE WILL HELP YOU:

Establish an effective recruitment and retention process based on a strong organizational structure  
Attracting qualified talent is a challenge for many growing businesses, but of equal importance is how those resources integrate within the company and perform once they are hired.

We can help you implement a strong HR management process that will enhance your recruitment and retention practices, so you can attract and motivate qualified talent for your growing business.

# DATA ANALYTICS CONSULTING

## DISCOVER YOUR STRENGTH

### **Analytics Strategy & Roadmap**

*Let us walk you through the basic building blocks of a successful analytics strategy.*

### **Data Science Consulting**

*Developing prototypes and customized analytic solutions starts with a practical approach to data science.*

### **Data Visualization**

*Elder Research provides custom data visualization solutions to make the results of our analytics solutions accessible and understandable to stakeholders so they can take action and make more informed decisions.*

### **Software Tools & Scientific Engineering**

*As a world leader in optimization and analytics, Elder Research offers software solutions to more effectively visualize the data, automate and optimize business processes, and make better decisions.*

### **Analytics Training**

*Develop a common foundation for data analytics and enhance your team's technical and non-technical knowledge base with focused analytics training.*



## **OUR DATA SCIENCE APPROACH**

Predictive modeling is a research task. It is difficult to know in advance which algorithms and variables, when combined, will reveal the secrets a data set may be concealing. To mitigate risk, Elder Research conducts a rigorous experimental research design and analysis process we call Agile Data Science where all aspects of the model and business hypotheses are carefully detailed and tested throughout the project.

Learn how our experienced approach to data analysis can help you transform your business using an Agile Data Science methodology to mitigate risk and quickly deliver actionable results.



xcellent

Good

Average

Poor

# ASSESSMENT TOOLS

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# ASSESSMENT TOOLS FOR BUSINESS GOALS

## Organizational Surveys and Coaching Tools

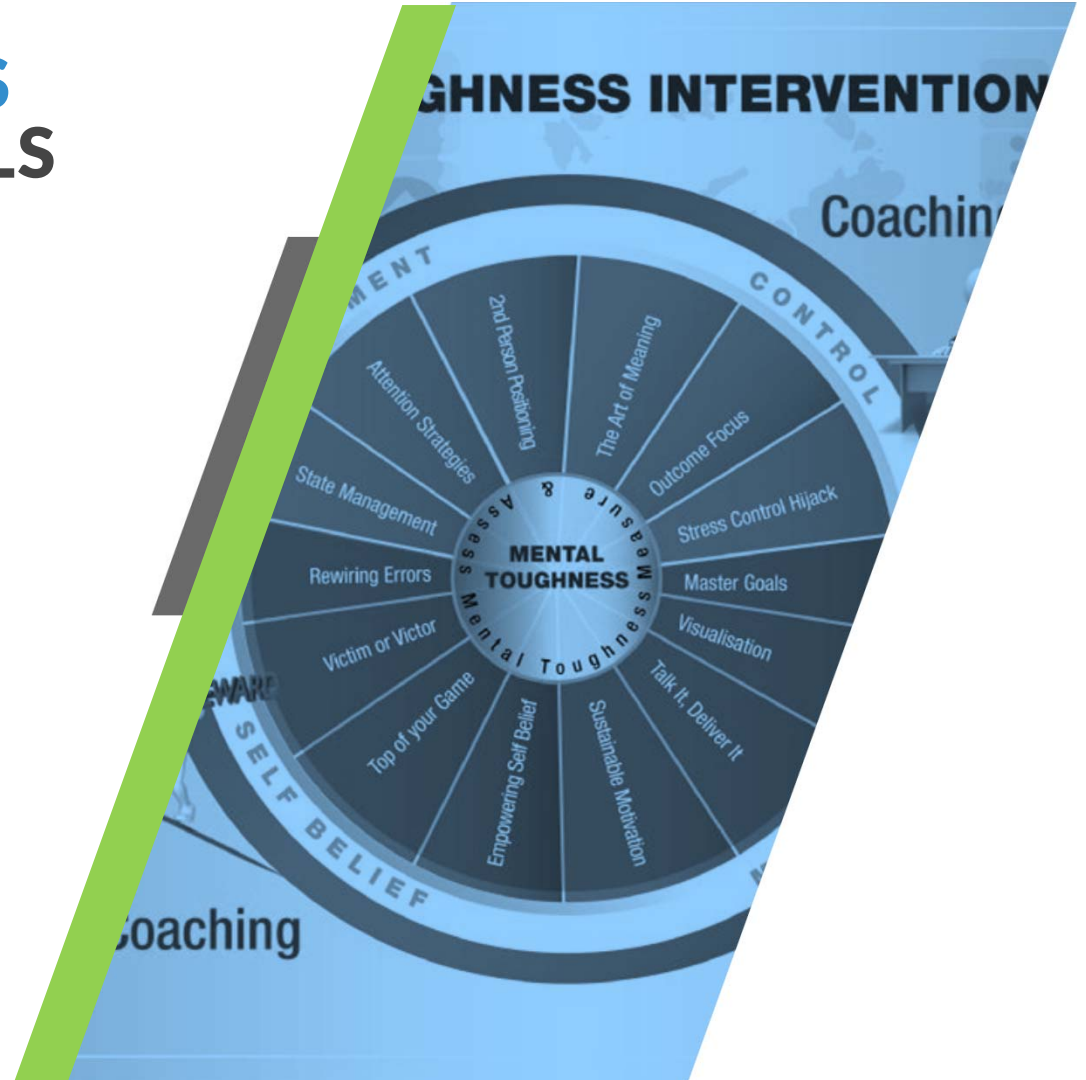
- Strategy Focused Organization Assessment
- Organizational Alignment Survey
- Organizational Agility Survey
- Customer Survey
- Execution Metrics
- Management Action Profile
- Sales Competency Assessment
- Talent Management Process
- Organizational Savvy

## Management & Leadership Series

- Performance Leadership Profile
- Leadership Equity Assessment
- Project Management 360\*
- Execution Metrics
- Managing First Class Service

## People Focused Solutions

- Selection
- Onboarding
- Coaching
- Leadership Development
- Organizational Development
- Strategic Planning
- Team Building
- Training
- Train the Trainer





# 3D ORGANIZATION ASSESSMENT

**3D<sup>®</sup>**  
Assessment



Assess the Leader

*Leadership Equity Assessment*



Assess the organization

*Organization Alignment Survey*



Assess the Manager

*Talent Management*



# LEADERSHIP EQUITY ASSESSMENT™

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## Overview

Leadership Equity Assessment™ (LEA) is an agile leadership model for assessing, developing, and measuring leadership results on 13 specific key skills. The survey applies to all leadership levels, providing detailed reporting for individuals, units and corporations.



## Objectives & Benefits

- Strengthen the managers ability to ensure perceived optimal working conditions for employees to create excellent results
- Create dialogue between manager and employees on optimal work conditions to create excellent results
- Establish consensus and motivation for which work conditions to focus on improving
- Decide on concrete action points along with initiatives for both employees and manager
- Measure the effect of the implemented initiatives



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# ORGANIZATIONAL AGILITY SURVEY™



## Overview

Organizational Agility Survey™ (OA) is a comprehensive survey instrument that effectively measures an organization's ability to adapt to the ever-changing business environment. It works by identifying and successfully closing the gap between how businesses currently deal with the changing market and the cultural practices of highly effective and profitable companies.



## Objectives & Benefits

- Measures a company's organizational agility in quantitative, making it easy to pinpoint areas for improvement.
- Covers 48 behavioral practices crucial to business success in today's world.
- Get a quick and clear snapshot of the firm's organizational agility by examining their corporate culture.
- Measures a company's organizational agility in quantitative, making it easy to pinpoint areas for improvement.
- Prepares the firm to change in a proactive way.
- Enables flexibility to take advantage of new opportunities as they arise.
- Survey allows for data collection via the internet effectively.



## Key Features

- Adapted to several cultures and available in multiple languages
- Comprehensive survey instrument
- Organizational Agility certificates available to experienced consultants upon completion
- 48 behavioral practices analyzed, and categorized into eight fundamental principles



# ORGANIZATIONAL ALIGNMENT SURVEY™

## Overview

Organizational Alignment Survey™ (OAS) is a comprehensive, customizable diagnostic survey that rates an organization in the 13 key areas of customer service that have been proven to be decisive in becoming a best-in-class competitor. The OAS surveys an entire organization and compares it to the best in the market, providing an internal and external benchmark.



## Objectives & Benefits

- Develop competitive advantage; helps organization learn how and where to meet or beat the competition
- Provide specific organizational tactics, an opportunity to track performance over time, and an objective view of a company
- Outline a systematic approach to an action plan by identifying gaps and deficiencies in an organization
- Simplify integration of Customer Experience and Branding/Quality Management
- Increase sense of ownership and employee involvement within the company, and decreases resistance to change
- Improve customer retention
- Act as a S.W.O.T. Analysis (Strengths, Weaknesses, Opportunities & Threats), a catalyst for change and a means to evaluate organizational intervention



## Key Features

- Questionnaire: A sixty-six (66) item questionnaire measures thirteen key areas in terms of importance and performance: 1. Market Focus 2. Vision, Mission and Strategy 3. Culture 4. Standards and Procedures 5. Service 6. People Policies 7. Climate 8. Quality 9. Leadership 10. Differentiation 11. Performance Tracking 12. Sustaining Performance 13. Results
- An open-ended Comments Section covering seven (7) issues.- can be tailored to meet specific criteria
- A computer generated report at three levels: individual, group or company
- Specially selected recommendations drawn from a bank of several hundred tactics
- An Executive Summary that adds value and local knowledge to the report; written by certified trainer/consultant.
- On-line Data Collection: Questionnaires are collected real-time through the Internet so reports and information are accurate and timely for making relevant decisions in real time.
- 48 behavioral practices analyzed, and categorized into eight fundamental principles

# ORGANIZATIONAL ENGAGEMENT ASSESSMENT - ORGANIZATIONAL



## Overview

The potential payoffs for enhancing employee engagement are considerable, but employees are not alike in their motivations. There are 4 different types of communities in a workplace, namely spectators, achievers, deadwood, and cynics. Organizational Engagement Assessment (OEA) examines what it takes to move employees into the achiever community, or those who are actively engaged.



## Objectives & Benefits

- Provides crucial management practices designed to increase employee engagement and develop “achievers”.
- Focuses on getting from insight to action, optimizing the engagement and dedication of all employees at all levels.
- Offers a simple, easy to implement process based on only 27 organizational practices and an assessment of managerial engagement.



## Key Features

- Easily accessible results available in organizational report
- Managerial engagement assessment
- Management practices to optimize employee engagement
- Self-assessment
- Action plan
- Personalized recommendations

# PERFORMANCE LEADERSHIP PROFILE



## Overview

Performance Leadership Profile (PLP) is a practical program and assessment in the Leadership Development workshop. It will give leaders specific skills and techniques immediately applicable to any area of the organization, a finding based on a 40- year research study. This program can be delivered to any level of management because the principles are universal and can be applied throughout an organization to develop and reinforce a positive performance-based culture.



## Objectives & Benefits

- *Develop leadership skills and techniques immediately applicable to any area of an organization.*
- *Training and techniques significantly impact the organization by developing and reinforcing a positive performance based culture.*
- *Establishes an assessment and baseline of the application of key skills by leaders and the organization.*
- *Correct and improve managerial performance to help the workgroup and individuals achieve their full potential.*
- *Organizational alignment gained from the establishment indicators of performance.*



## Key Features

- *Goal setting*
- *Measurement of establishment indicators of performance*
- *Feedback*
- *Coaching/Team building*
- *Reinforcement*
- *Optimizing conditions*
- *Survey/assessment/Profile*



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## Key Features

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- Reinforcement
- Optimizing conditions
- Survey/assessment/Profile



# TTS SUCCESS INSIGHTS PEOPLE FOCUSED SOLUTIONS

Our solutions provide measurable impact to your people and your business.



## SELECTION

Attract and obtain the best people for your business



## ONBOARDING

Educate, integrate and hit goals quickly with people who are new to a group



## ORGANIZATIONAL DEVELOPMENT

Craft the employee experience by optimizing interpersonal dynamics



## COACHING

Guide and advance people in their personal and professional journey



## TEAM BUILDING

Enhance interpersonal dynamics between people in an organization



## STRATEGIC PLANNING

Defining your organization's strategy and define resources to execute



## TRAINING

Educate about specific skills and behaviors that enhance performance



## TRAIN THE TRAINER

Teach people how to instruct others to implement new skills



## LEADERSHIP DEVELOPMENT

Develop and advance with people who are empowered to lead others

We deliver meaningful tools to solve some of the biggest people problems in organizations.

### Assessments

On and offline surveys that record a respondents' unique combinations to a series of questions and statements to uncover elements of a person's personality

### Reports

Narratives, graphics, and/or tables consolidated into a document generated from an individual's assessments responses.

### Systems

Technology and platforms that enable people to manage assessments, reports and processes.



# TRAINING AND DEVELOPMENT



# ROOT CAUSE ANALYSIS FOR IT PROFESSIONALS (IT-RCA)



## Program Objectives

Gain an ITIL centric skillset that will help you reduce operating costs such as incident investigation related expenses & project failures

### Level 1: Thinking on Your Feet

- Typical incidents with typical causes
- The need for making the Checklist approach more effective

### Level 2: Intuitive Problem solving

- Non-typical incidents/problems with expert guesses
- Need a structured validation process for expert guesses

### Level 3: Investigative Problem solving

- Problems solvers "Hit the Wall"
- Need for a systematic and structured investigative methods



## Who Should Attend

- All managers, supervisors and specialists in the different managerial fields such as marketing, sales, public relations, line and operations managers, HR and project Engineers, finance and legal advisors. Decision Making is a skill need in all levels of Management even Top Executives.

Duration: 2 days



## Program Contents

- IT Incident Resolution
- consists of four main components:
- IDENTIFY THE INCIDENT
- INFORMATION – This involves identifying the correct entry point for the incident investigation and then gathering the relevant "minimalistic" information for the analysis. The key is to work with relevant information only and not to get confused by irrelevant information presented in the situation.
- IDENTIFY CAUSE & VERIFY – Use intuition, gut feeling and experience to identify probable causes and then apply SME logic to test and verify the Most Probable Cause. Testing of cause is done on paper through pure logic and then verified in the real work environment.
- PRODUCE SYSTEMIC SOLUTION – This is normally a combination of an interim action followed by a permanent solution to the problem. Use specific tools (i.e. Maxfour™) to generate quick, creative and effective answers.
- IMPLEMENT & MONITOR RESOLUTION – Preventing a re-occurrence of the same problem in the future is a very important requirement for "service excellence";





# KEPNER AND FOURIE PROBLEM SOLVING & DECISION MAKING



## Program Objectives

- 1. Learn highly flexible and practical problem solving approaches that will enable you to solve problems effectively.
- 2. Learn a systematic and integrative application of rational, intuitive and lateral problem solving strategies.
- 3. Learn questioning techniques that are required to apply the various problem solving dimensions in quick, short cut approaches.
- 4. Apply the thinking dimensions and approaches to own job situation.
- 5. Use a systematic and logical evaluation of all alternatives.
- 6. Reach consensus about the decision that must be made.
- 7. Consider the potential impact that stakeholders may have on your decision.
- 8. Learn how to use the various thinking approaches using



## Who Should Attend

- All managers, supervisors and specialists in the different managerial fields such as marketing, sales, public relations, line and operations managers, HR and project Engineers, finance and legal advisors. Decision Making is a skill need in all levels of Management even Top Executives.

**Duration:** 3 days



## Program Contents

This course is very applicable to vague, general and intangible situations; it forms the basis for all thinking dimensions and makes it flexible and practical for most problem situations, as well as for very unique company situations.

This course is structured into five types of thinking processes that describe all aspects related to problem solving and decision making work. The following is a general description of each

### • Priority Analysis

Priority Analysis is a rational process for evaluating situations. Problems are identified and then prioritized. A plan is developed to resolve each high priority problem. Priority analysis creates a common and shared understanding of the problem situation and learns participants

### • Cause Analysis

Cause Analysis enables a delegate to define a problem correctly, to gather and specify the problem components factually and accurately, and to generate causes logically and intuitively using cost past experience, and to confirm the true cause factually.

# BALANCED SCORECARD FOR STRATEGY CHAMPIONS



## Program Objectives

The Institute's Nine Steps to Success a framework is the basis of the course, where the emphasis is on shared participant experiences, lessons learned, and best practice. Small-group exercises are used for each step in the framework to reinforce the lectures, and you are encouraged to bring your organization's strategic planning material to share with the class and receive instructor feedback offline as time permits.

## Benefits Of Attending

Understand the key concepts of the Balanced Scorecard, and why it is gaining so much attention in corporate, non profit, and governmental organizations  
Learn a systematic, nine-step methodology for building and implementing the Balanced Scorecard, based on the performance management theory developed at Harvard University and the Institute's international Balanced Scorecard consulting experience



## Who Should Attend

- This course is recommended for executives, managers, planners and analysts who are part of a Balanced Scorecard development team, and are seeking the best practical ideas for improving organizational performance.

Duration: 5 days



## Learning Points

- Building the Balanced Scorecard
- Getting your scorecard on track
- Evaluation to assessment
- Advanced strategic foundations development
- Advanced objective and strategy map development
- Advanced performance management – measure what matters
- Measurement definition, implementation and visualization
- Strategic initiative prioritization and management
- Advanced scorecard alignment and cascading
- Managing and sustaining a Balanced Scorecard



Focused

STRATEGY TO  
TERMS

BALANCED SCORECARD  
A ROADMAP FOR EXECUTING STRATEGY

4. MOTIVATE TO MAKE STRATEGY  
EVERYONE'S JOB

# BUILDING A STRATEGY-FOCUSED ORGANIZATION FOR MANAGERS



## Why organizations have difficulty implementing strategy

*Strategy must be understood and executed by everyone. The organization must be aligned around its strategy, and performance management systems help create that alignment. Herein lies one of the major causes of poor strategic management. Most performance management systems are designed around the annual budget and operating plan. They promote short-term, incremental, tactical behaviour. While this is a necessary part of management, it is not enough. You cannot manage strategy with a system designed for tactics. It is our belief that it is this need the need for strategic enterprise management that has been driving the widespread adoption of the Balanced*



## Who Should Attend

- This course is recommended for executives and managers, who are responsible of implementing the strategy at their organizations and measuring the performance.*

Duration: 2 days



## Learning Points

- Mobilize change through executive leadership*
- Translate strategy into operating terms*
- Align the organization with the strategy*
- Make strategy everyone's job*
- Make formulating strategy a continual process*

## Benefits Of Attending

- Understand the key concepts of the Balanced Scorecard, and why it is gaining so much attention in corporate, non profit, and governmental organizations*
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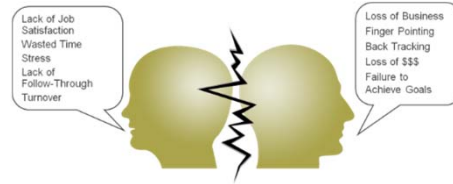


# PERSUASIVE COMMUNICATOR FOR EFFECTIVE COMMUNICATION



## Outcomes of the Program

1. Knowledge of own communication style
2. Understand own strengths and weaknesses as a trust builder
3. A systematic approach to understanding others
4. A plan for dealing with someone you need to influence
5. A proven negotiation process
6. Personal Game plan software (to profile anyone in the future)
7. A methodology for reducing personal stress



## Who Should Attend

- All managers, supervisors and specialists in the different managerial fields such as marketing, sales, public relations, line and operations managers, HR and project Engineers, finance and legal advisors. Persuasive Communication is a skill need in all levels of Management even Top Executives.

Duration: 2 days



## Offering Details

- **Social/Communication Styles**
  - Persona Trust Model  
Four Style Video  
Style Conflict and Cooperation
- **Trust and Empathy**
  - Elements of Trust  
Ability for Trust Building  
Projecting Empathy
- **Change and Defensiveness**
  - Needs of Each Communication Style  
How Each Style Makes Decisions  
How Each Style Reacts to Tension  
Growth Spiral
- **Flexibility**
  - Understanding Flexibility  
Using Flexibility
- **Negotiation Process**
  - 6-step Negotiation/Persuasion Process  
Application (role play)  
Follow-up



# DATA ANALYTICS FOR EFFECTIVE MANAGERS

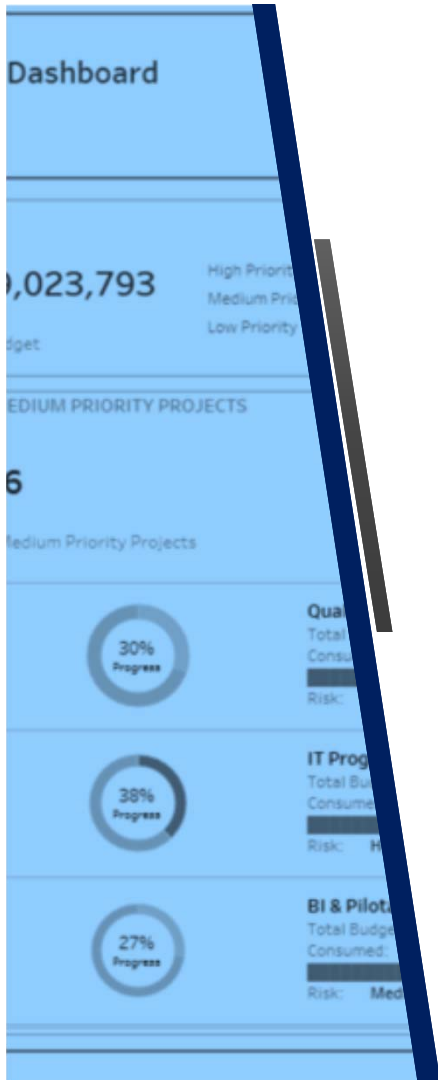


## “See. Think. Now.”

*In today's data-intensive world managers need to work with data. They need to understand and trust it without overwhelming themselves and their teams. This course develops those data analytical competencies needed today by building on the skills that managers currently have as analysts, communicators, and leaders.*

**Duration:** 2 days

# DATA PROJECT MANAGEMENT FOR EFFECTIVE ORGANIZATION



## “Budget. Plan. Fast-track.”

*In today's data-intensive world most if not all projects involve data. Already projects have a high failure rate and the uncertainties with data in projects can drive that failure rate even higher. This course develops the competencies needed for today's data projects by building on the practices project managers currently use for budgeting, planning, and execution.*

Duration: 2 days



# EXECUTIVE COACHING



## COACHING VALUES



### **COACHING IS A COMMITMENT TO PROGRESS**

*Self-discovery and commitment to personal progress are natural outcomes of coaching. By asking empowering questions in an open, honest and forward-thinking environment, our coaching relationship helps you unravel fundamental problems and explore deep-seated solutions.*



### **COACHING IS COMPANIONSHIP**

*Coaching subsists as a cooperative relationship; we work together to explore what needs to be focused on to achieve your positive transformation. Through coaching, you will create a roadmap which is then morphed into tangible actions and milestones that we follow and track until you reach your desired destination.*



### **COACHING HAS VALUE**

*In this modern age of fast-paced business, it is becoming far more difficult to find the time needed for strategic thinking and reflection. The value of coaching is now more recognized by enterprises in the Fortune 500, by entrepreneurs, and mid-sized businesses in between.*

*The value and success of a coaching relationship goes beyond grasping the crucial awareness of potential within the bigger picture. The practical essence of coaching is that it brings to the table a focused plan of actions and an accelerated level of commitment to achieve positive transformation.*



# COACHING TYPES

Types of Coaching





# WE BELIEVE IN OUR TEAM

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# OUR PROFESSIONAL TEAM

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**ALAA HADY**  
*Strategy Consultant*

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**CHRIS**  
*Big Data Analyst*

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**SHADI MASRI**  
*Organization Development*

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**HISHAM ELKERABY**  
*Management Consultant*

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**EDUARDO ESTEVES**  
*Management Consultant*

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# CHRIS PEHURA BIG DATA ANALYST

## Business Intelligence and Big Data Consultant

*Chris Pehura specializes in making end-to-end plans work for the financial, insurance, higher-ed, and healthcare industries. From the boardroom down to the brass tacks he does the heavy lifting so his Fortune 100 clients don't have to.*

*His initiatives span business strategy, M&A, product launches, transformations, data, AI, IT, culture, and data leadership development. He supports his clients as a manager, executive coach, trainer, and analyst.*

*Served as a professor for classroom and online learning. Conducted Big Data workshops for technologists, business, and executives to assist with planning and strategy. Designed post graduate Big Data programs and developed courses for higher-ed. Emphasized leadership, business strategy, strategic change, and data analysis. Produced content for CDOs, Big Data, data offices, and training.*

*He holds a computer engineering degree from the University of Manitoba, Canada.*



# HISHAM ELKERABY CONSULTANT

## Innovation Consultant

*Innovative professional with 30 years of progressive management and professional expertise within diversity of industries, services and geographies with demonstrated initiative, creativity and success. Proactive, multilingual leader/manager with experience in multi-cultural and global environments.*

*Expertise in strategic planning, new business start up, accounts planning and execution, budgeting/finance, customer service, and staff training, supervision and mentoring.*

*Highly technically skilled in business development and in-house transformation related to organizational changes, process re-engineering, ERP application implementation and portfolio management.*

*Diversity of industries experience varies from (Government, Telecommunication, Healthcare, Manufacturing, Real Estate, Trading and Distribution, Banking and Universities).*

*Diversity of cultural experience, through working in different middle east countries (Egypt, United Arab Emirates, Saudi Arabia, Qatar, Kuwait, Bahrain, Lebanon, Oman)*



# EDUARDO ESTEVES CONSULTANT

## Management Consultant

*Eduardo Esteves has over 25 years of experience in the performance consultant and training industry. He has consulted with Nortel Network, SAP, Lucent Technology, Nextel, Rubbermaid, Effem (M& Group), Marsh and McLennan, Roche Pharmaceuticals, Bayer, Novartis Pharmaceuticals, Schering-Plough, among others. His expertise lies in human resources, sales and marketing consulting, as well as in course development and delivery.*

*Mr. Esteves worked with Persona GLOBAL for 10 years as VP of Business Development in developing business in Latin America, Middle East, Africa, North America and Europe.*

*He co-authored with Dr. Donald Tosti of Persona GLOBAL® Talent Management Process survey and methodology. This 360° assessment is the foundation of a robust process for creating action plans for developing managerial competencies to their full potentials. The Talent Management process supports HR initiatives in the areas of mentoring and coaching, compensation, succession planning, recognition and appreciation, job description career path development.*



# SHADI MASRI EXECUTIVE COACH

*Organization Development Consultant and Executive Coach*

*Shadi is an Organizational Excellence consultant and professional coach with expertise in driving positive sustainable change to enhance organizations' and individuals' productivity.*

*He partner with business leaders to help them achieve higher efficiency from their teams and operations, where he conduct analysis and customized interventions of Change Management, Organizational Design, Processes re-engineering and HR advisory to provide honest and logical advice.*

*He drive my satisfaction from solving problems and the breakdown of complex obstacles into simpler ones. Shadi believe that everyone wants and can achieve their best, and I enjoy removing business process tangles, bottlenecks, and misperceptions of their ways.*

*As an ICF trained member, Shadi compliment his consulting services with professional coaching, where he help coachees to overcome challenges and achieve their goals in business and life.*



# ALAA HADY STRATEGY CONSULTANT



## Strategy Consultant

*Lead consultant and master trainer at Advanced Management Solutions, Canada*

*Has a wide experience with companies, public and government organizations in managing operation, leading projects, consulting and advisory role*

*Sr. Assessor at Dubai Human Development Award*

*Certified trainer for several international programs*

*Project manager of the strategy development and deployment with several organizations, Advisor at Dubai economic development department. Consultant at Towers Watson*

*MBA degree from Maastricht School of Management  
Human Resources from Carlson School of Management at University of Minnesota*

*Board member of Arabian Society for Human Resource Management (ASHRM) for 8 years.*

*Certificate from Price Waterhouse Coopers in Data Analysis and Presentation Skills: the PwC Approach.*

*Certificate from Duke university in Business Metrics for Data-Driven Companies.*





# OUR LONG-TERM CLIENTS



# CREATIVE PARTNERS

We partner with market leaders solution providers



## PERSONA GLOBAL

Leadership Development and Organization Assessment Tools



## KEPNER \$ FOURIE

Root Cause Analysis and Problem Solving Solution Advanced Methodology



## INFO-TECH

Effective, Results-Driven, Best-Practice Research



## TTS SUCCESS INSIGHTS

People Focused Solutions