

# PEOPLE DEVELOPMENT (Replicating Excellence)



# THE JOURNEY

## Guest Delight

**Pre-workshop:**  
 Surveys / Meetings  
 Criteria for success setup  
 Pre-reading submissions  
 Pre-Questionnaires  
 Mystery shop + Surveys

**Workshop ending:**  
 Test (Passing marks TBD)  
 Action plan (Accountability building)  
 Assignments (Utilizing lessons learnt)

**Follow ups: (Optional)**  
 Enhancing Continuous learning / Adding sustainability  
 Micro learning bursts  
 Town hall meetings

**++ options:**  
 Structured Book summaries / Curated Videos / Whatsapp groups / Subject matter Booklets / Tutoring peers / Email reinforcements / LinkedIn groups etc.

The process (Journey) has in-built accountability & gives opportunities to use the knowledge acquired.



The suggested structure allows customization opportunities & is flexible, to ensure effectiveness for all our clients.



**Workshop:**  
 Customized  
 Interactive  
 Relevant  
 Structured  
 Participation levels

**Post workshop assignments:**  
 Utilization of lessons learnt  
 Actual implementation  
 Line Managers involved  
 Process / Templates provided





# Learning Delivery Strategy

## Event Vs Process:

We ensure it is viewed as a journey, a process, not an event

## Accountability:

We build accountability into the process mentioned above

## Continuity:

The *journey* provides continuity and on-going short-burst interventions

## Implementation:

Providing support / hand holding to the delegates through the process

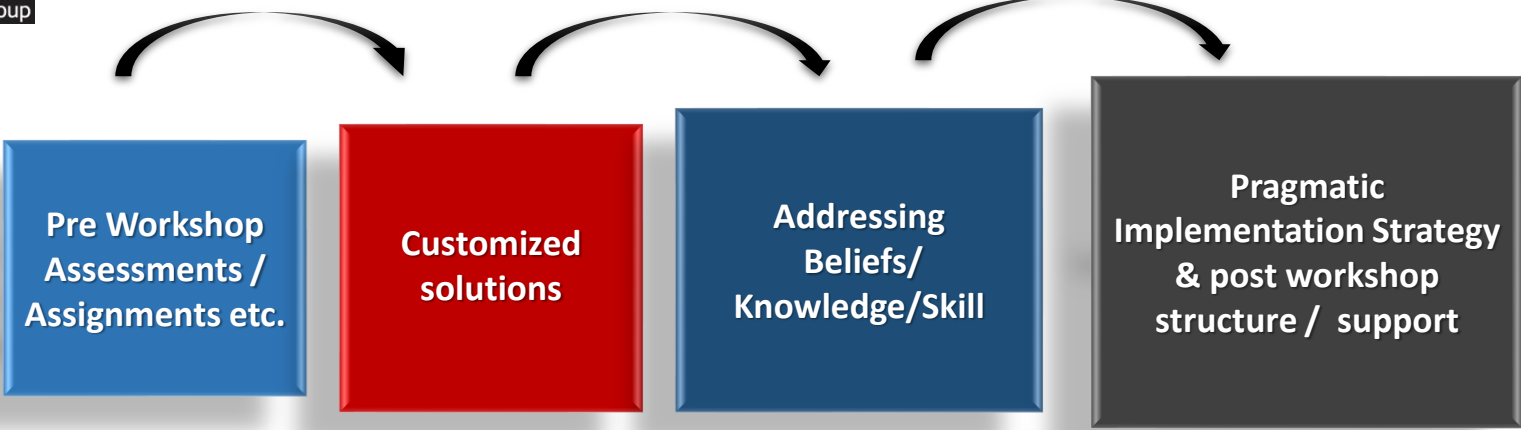
## Line involvement:

Our structured approach involves the line managers as part of the journey

## Separating Knowledge transfer from Skill development:

Overseeing lessons learnt are applied / implemented / practiced

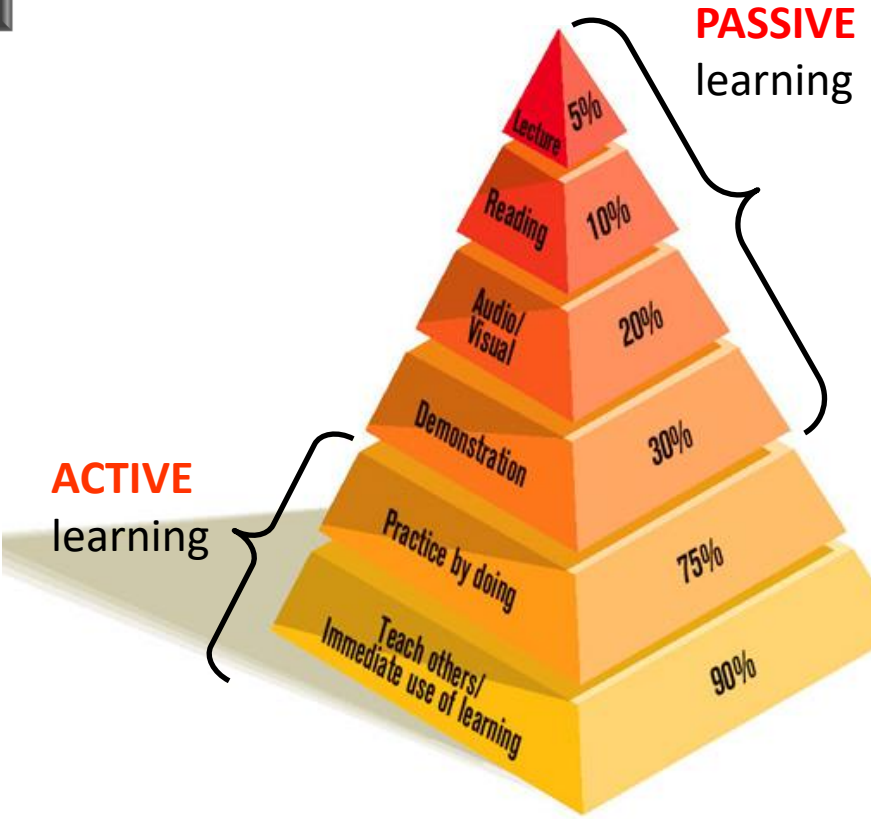
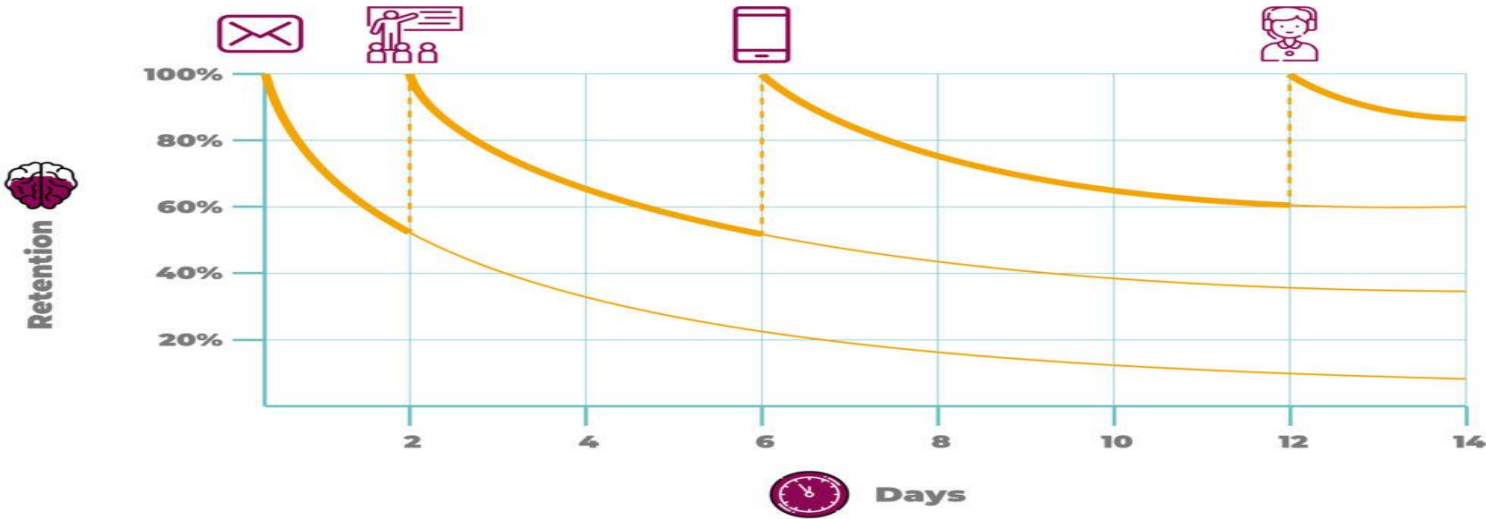
# UNIQUE PARTNERING APPROACH



# ENSURING LEARNING STICKS

# TRAINING AS A PROCESS. NOT AN EVENT.

## OVERCOMING THE FORGETTING CURVE



- Time Management
- Communication Proficiency
- Performance Management
- People Management
- Entrepreneurship (Cert/UK Diploma)
- Rewards & Recognition
- Motivation
- Assertiveness
- Effective Delegation
- Conflict Management
- Train the Trainer
- Coaching skills for Managers
- ILM Certificates & Awards
- Effective goal setting / Appraisals
- Sales Managers development
- HR related workshops
- ESG / SDG workshops
- Emotional Intelligence & Empathy
- English for business / Report writing
- US/UK/Spain Accredited programs
- Audible & Book summaries based journey

- Letters of Credit
- Induction for Banks
- Performance Management
- Presenting Magically
- Negotiation skills
- Managing difficult conversations
- Problem solving
- Front line staff training
- Retail Academy (Simulation based options also)
- Assessment center setup
- Interviewing skills
- High performance teams
- Storytelling workshops
- Accounting & Finance related workshops
- Virtual teambuilding (Online)
- Business simulations (Banking / Retail etc.)
- 6 Sigma related certifications
- Customer Experience training (Front lines)
- CX Leadership training / Maturity assessments
- Intrapreneurship
- Banking simulations (Online + face to face)



**Leadership Development Journey**  
(32 modules)

**Management / Supervisory Development**

**ILM Certificates & Awards**

**Virtual / Online experiential**  
(Activity based)  
Teambuilding

**CX Maturity Assessments**

**Sales Academy**  
Assessments / Certifications

**Customer Service**  
Audits / Certification

**Online Business Simulations**  
(Banking / Retail etc.)

**Assessments**  
Competency / Emotional Intelligence / Sales / personality etc.

**Trade Finance**

**CUSTOMIZED SOLUTIONS**

**Customized Online Coaching**  
(Setting up Internal coaches also)

**Entrepreneurship**  
Certificates & UK Accredited Diploma

**12 week curated Journeys**  
(Book summaries)

**Internationally recognized Certification programs**

**PULSE**  
(Whatsapp based AI powered retention tool)

**External Mentorship**

**An international network across 30 countries**

**American Accredited Online MBA**

**Customized implementation strategies / support**

**Gamification (Customizable)**

# TEAM DEVELOPMENT

Customized / creative / fun / engaging solutions

Physical & Virtual options available



**“You can learn more about a person in one hour of play than in one year of conversations”**  
**-- Plato**

**“I hear and I forget. I see and I remember. I do and I understand”**  
**-- Confucius**



**Talk to us about your team development needs.**

**Learning, Made Enjoyable™**



**Over 100 activities to address any team challenge.**

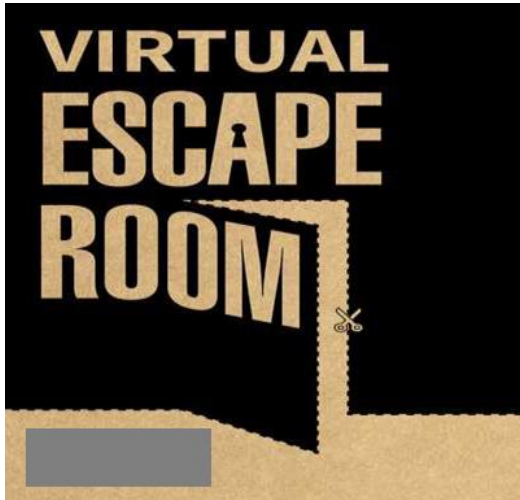
Mental stimulation, physical activities & simulations.







# VIRTUAL (On-Line) TEAMBUILDING



*Now, experience our fun /  
engaging team events Online*

# Offer Inclusions

- 1) 12 month Leadership journey (Online / blended learning options) (32 modules to pick from).
- 2) 12 week leadership journey (Book summaries / Audible books / Youtube book summaries etc.)
- 3) Customized, online coaching by an expert team.
- 4) ILM Certificates and Awards (Level 5)
- 5) Online simulations for Banking / Retail / Manufacturing etc.
- 6) CX Maturity Assessments
- 7) Sales assessments / Competency evaluations / Sales personality assessments (Int'l)
- 8) Customer Service audits / certificates
- 9) Online / Virtual Experiential Teambuilding activities
- 10) An international network across 30 countries to provide a consistent & high quality delivery model for large multi-country projects.
- 11) Not just training, but customized implementation strategies & support
- 12) Entrepreneurship: Certificates and UK accredited Diploma (Online)
- 13) Teambuilding + online activities / simulations / escape rooms
- 14) Sales / Service excellence / Assessments (Front line staff / Team Leadership) Journeys
- 15) Mentorship (External / Neutral)
- 16) Pulse (Whatsapp based AI powered retention and alignment tool)
- 17) ESG / SDG workshops



## (What people say about us)

# Testimonials

*"An enormous success! The entire experience was a "10"*  
**Hesham Ali Mustafa - General Manager, EMGAS**

*"Program is excellent. Facilitator is excellent"*  
**Fatima Ali – Procurement Analyst, GPC**

*"Good balance between program goals and "fun". Natural leader."*  
**Remy – Sales, Nokia Siemens Networks**

*"Impressive program. Overall a memorable experience"*  
**Prashant – Sales Manager, EPPCO Lubricants**

*"The program was great. The instructor was online all the time, great personality, self confident, clear explanation points, language."*  
**Mohammad S. – Sales manager, Pepsi**

*"Brilliant program for team building. Excellent work and very uplifting for team spirit"*  
**Rania Mushtaha – Regional Manager, Promotions & Media, Majid Al Futtaim(MAF)**

*"Uzair is our Trainer Du Jour"*  
**Chantal Fox – HR, Healthcare City**

*"This is one of the best courses I have attended in the last 6 years. I think it was a fantastic melange of learning & fun."*  
**Eurika – CC In-Charge, Tamweel**

*"The program was absolutely superb. The exercises / examples were simply outstanding"*  
**R. Prakash – Account Manager, Channel Sales, Intertec Systems**

*"I've been enlightened. Thanx."*  
**Khalid – Tech. Support Manager, Fosroc**

*"Very fun program. Instead of learning this in a conference room and maybe get bored or sleepy we did it through fun challenging games. Excellent work!!"*  
**Fadi Farhat – Area Sales Manager, Fosroc**

*"Fantastic Training"*  
**Suresh. P.N. – Shift Controller, EIL**

*"Very valuable training. It was Excellent"*  
**Ravi Menon – Inventory Controller, EIL**

*"Good Job. Best performance. Very enjoyable. Well prepared training"*  
**Levent – Procurement Controller, GPC**

*"Fun, exciting, eye-opener"*  
**Hend – Audit Executive, ENOC**

*"Excellent & Fabulous. Life changing. Fun & Enjoyable."*  
**Jorge – Desktop support (Retail), GTS**

*"The session was really wonderful and informative. The facilitator was like one amongst our team and directing us towards the goal"*  
**J. Prabhu – Network Admin., SLA ENOC**

*"The facilitators were simply really nice to be with. They enjoyed with us, just as much as we did. Made it very comfortable."*  
**Delnaz – Accounts assistant, EMGAS**

*"Very well organized. Gave us an insight on our strengths & weaknesses and how to overcome our limitations"*  
**Sajan George – Controller (Management Accounting), EMGAS**

*"He was excellent. His ideas were innovative and he made us comfortable. He made sure everybody was involved."*  
**Bipin – Procurement Controller, GPC**

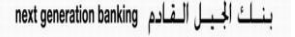
*"The program was great. The instructor was online all the time, great personality, self confident, clear explanation points, language."*  
**Mohammad S. – Sales manager, Pepsi**

*"Motivating program. It would have been a great loss to have missed this program"*  
**Bimal – Desktop support analyst, GTS**



**TRAINED / CONSULTED FOR CORPORATES ACROSS 15 COUNTRIES**

**YOUR COMPANY LOGO HERE**



# EXPLORE THE POTENTIAL. CONTACT US.

## Our edge:

- ❑ In the Middle East region for over 35 years
- ❑ One stop shop solution (Partnering approach) / Journey creation
- ❑ Trained over 20,000 people across 15 countries
- ❑ Global multinationals as well as regional and local clientele
- ❑ Customized solutions to address specific challenges
- ❑ Multiple international strategic alliance partners globally
- ❑ CSR / Giving back element built into our business model

## Contact details:

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