



Deepening Management for Total Consultancy -DMTC
Training and Development Profile

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DMTC Profile

- **DMTC** is a Management Training and Consultancy, with years of experience as results-oriented learning facilitators in National and International co-operations and our experts are dedicated professionals, working with great flexibility and understanding.
- **DMTC** enhances the competencies of staff members, assists organizations to improve performances, maximizes the impact of partnerships and networks and focuses on sustainable results in projects and programmes.
- To achieve results, we focus on the abilities of people. We will build onto your existing knowledge and experiences, respect diversity, and meet your reality at work.
- At **DMTC**, we believe in positively affecting people by inspiring them in their personal, social and professional environments. In doing so, we strengthen their respect for themselves and for each other, and give them a new, take on their values, beliefs and perception.
- An acronym for Succeeding through Enriched People, **DMTC** recognizes the significance of people as the true differentiator in today's competitive environment.

Our Mission

Is to provide Full Integrated Development Services with Multi – National Standards through applying Real Life Business Environment and Best Practices.

Our Vision

Is to be an active agent in changing training and consulting industry in the Middle East.

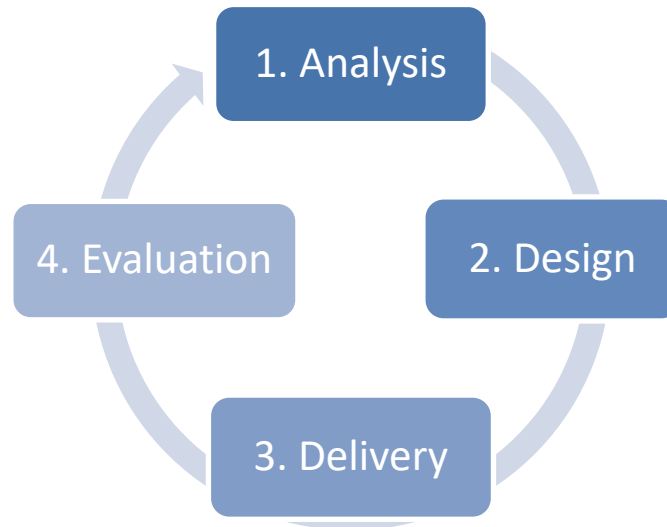
Our Commitments

- In light of the same, we are committed to help modern organizations harness the Human Resource function as a strategic partner in business success and growth with a range of Learning and Development activities and initiatives, including a host of path-breaking proprietary tools.
- After conducting a thorough Need Assessment of an organization, we offer customized solutions that bring about positive and measurable changes in behavior, attitudes and skills at all levels of an organization.
- We assure clients that we are not just working for them but also representing their best interests.

Our Aim

- A continuous drive to add meaning to organizations through people development initiatives. We are constantly evolving our adopted methodologies, tools and techniques.
- **DMTC** consultants are passionate about delivering the best L&D solutions to help your organization evaluate strengths, develop talent, train leadership, and manage change. We understand the criticality of corporate learning and development, and we have the experience to help ensure your project's success. Our consultants partner with your project team, complementing and enhancing internal resources until your goals are achieved.

Our Process for Training Need



1. Analysis:

- Discuss Business requirements of Companies/Entities
- Determine learning needs of employees
- Define learning goals & objectives of the training programme

2. Design:

- Decide what sort of training is required
- Define structure of the training programme
- Customize content as per training objectives

3. Delivery:

- Define how the training will be delivered
- Ensure a healthy and comprehensive learning environment
- Delivery of a top notch training

4. Evaluation

- Ensure Business requirements are in line with training objectives
- Ensure training goals and objectives were met
- Ongoing evaluation process throughout all days of training

Introduction to the training course

DMTC will prepare a Training Proposal as per the findings of the training needs analysis which was conducted for the Companies/Entity employees in their premises. The aim of the training proposal is to bridge the gap of needs of the concerned employees, which were outlined in the training needs report to help them enhance their individual performance, and achieve higher productivity.

The training will be conducted over a certain period which will be agreed on, and will consist of different learning activities such as: presentations, group exercises, role plays, individual assignments, assessments and problem solving.

Total number of trainees will be deepened on the Company requirement, and they will be segregated into different groups with a Max of 25 employees for each group.

As a result of the Training Needs Analysis, various development needs were identified and shall be fulfilled through several training modules which DMTC can offer as an example but not limited to:

- 1- Professionalism in the Company/Entity (1 day, 7 hours)
- 2- Leadership (2 days, 14 hours)
- 3- Exceptional Communication Skills and Techniques (1 days, 7 hours)
- 4- Managing time effectively to accomplish tasks efficiently (1 day, 7 hours)
- 5- Creative Problem Solving (2 days, 14 hours)
- 6- Managing & Leading Change in the workplace (1 day, 7 hours)





Module 1: Professionalism in the Company/Entity (1 day, 7 hours)

Learning Objectives:

- Maintaining a proper attitude and perspective in Company/Entity.
- Understand the importance of dress and appearance in any industry, and how it can affect the business
- Explore how to manage your responsibilities with tact, poise, and polish
- Explore how to get your point across with a positive professional image
- Define the communication process and the requirements for effective communication

Course Outline

- ✓ What is Professionalism? What Professionalism in Company/Entity demands?
- ✓ Important keys to being true professional in the workplace
- ✓ Professional Performance, Behavior, and Appearance
- ✓ How is professionalism in the workplace judged?

Content	Time
Welcoming Participants	15 min.
Programme Overview	15 min.
Ice breaker & getting to know employees	15 min.
Model 1 Overview	15 min.
Model 1 Pre Assessment	15 min.
What is Professionalism? What Professionalism in GARMCO Demands	60 min.
Competencies Required for Professionalism	60 min.
Professional Performance, Behavior, and Appearance	60 min.
Professionalism Key Performance Indicators	60 min.
Model 1 Post Assessment	15 min.

Module 2: Leadership (2 days, 14 hours)

Learning Objectives:

- Be able to define what leadership is and how it is applied at all levels of organizational management
- Understand the basics of leadership; identify its styles and when it is used.
- Be equipped with what is necessary to lead teams and organizations
- Develop skills in communicating, influencing and negotiating with peers, subordinates & superiors
- Become an inspirational role model and learn to inspire and communicate a shared vision

Course Outline

- ✓ The nature of leadership
- ✓ The leader in today's manufacturing environment
- ✓ Key skills and competencies of leaders
- ✓ Leadership and you
- ✓ Leading teams
- ✓ Leaders and influence
- ✓ Leaders and change

Content	Time
Model 2 overview	30 min.
Model 2 Pre Assessment	30 min.
Leadership Definition	40 min.
Leaders in Industry	60 min.
Leaders Competencies	100 min.
Leadership Styles	85 min.
Leading Teams	140 min.

Leaders and Influence	60 min.
Leaders and Change	85 min.
Model 2 Post Assessment	30 min.

Module 3: Exceptional Communication Skills and Techniques (1 day, 7 hours)

Learning Objectives:

- Know how to communicate effectively, appropriately and clearly in all situations.
- Be able to Identify your Personality Type & communication preferences using Profiling Tool *CHOIce*, as well as other people's Personality Types & communication preferences
- Be able to Identify barriers to effective communication in Company/Entity and how to overcome them
- Master the S.T.A.R. method for speaking on the spot and learn to use the body language appropriately and effectively
- Learn to establish common ground with others and to adeptly converse and network with others

Course Outline

- ✓ Getting to Know yourself -
- ✓ Understanding others - Understanding Communication Barriers
- ✓ Preverbal and Non-Verbal Communication
- ✓ Speaking Like a S.T.A.R.
- ✓ Active Listening Skills
- ✓ Asking Good Questions
- ✓ Appreciative Inquiry
- ✓ Mastering the Art of Conversation

Content	Time
Model 3 Overview	15 min.
Model 3 Pre Assessment	15 min.
Getting to Know yourself -	30 min.
Understanding Others	40 min.
Understanding Communication Barriers	30 min.
Verbal and Non-Verbal Communication	50 min.
Speaking Like a S.T.A.R.	55 min.

Active Listening Skills	20 min.
Asking Good Questions	15 min.
Appreciative Inquiry	15 min.
Mastering the Art of Conversation	30 min.
Model 3 Post Assessment	15 min.

Module 4: Managing time effectively to accomplish tasks efficiently (1 day, 7 hours)

Learning Objectives:

- Identify time wasters and adopt strategies for eliminating them from their work pattern
- Increase work effectiveness and productivity, achieve greater control of daily activities and overcome stress.
- Understand and demonstrate the use of to-do lists and the ABC prioritization technique
- Write SMART goals and explain their benefit
- Be able to delegate tasks and assignments more effectively to staff
- Develop an action plan for better use of time
- Adopt appropriate strategies for dealing with interruptions
- Learning how natural behavioral style impacts the concept and use of time

Course Outline

- ✓ Do It Now
- ✓ Goals and Objectives
- ✓ Evaluate Current Usage of Time
- ✓ Organizing Your Work
- ✓ Managing Meetings
- ✓ Delegation
- ✓ Continuous Improvement

Content	Time
Model 4 Overview	15 min.
Model 4 Pre Assessment	15 min.
Do It Now	30 min.
Goals and Objectives	40 min.
Evaluate Current Usage of Time	30 min.
Organizing Your Work	50 min.

Managing Meetings	45 min.
Delegation	45 min.
Continuous Improvement	45 min.
Model 4 Post Assessment	15 min.

Module 5: Creative Problem Solving (2 days, 14 hours)

Learning Objectives:

- Understand problems and apply the Six Steps of The Creative Problem Solving Process
- Identify key questions to ask to gather necessary information in problem solving
- Be able to use problem solving tools effectively in the workplace and to evaluate potential solutions
- Perform a final analysis to select a proper systematic approach
- Be able to evaluate and adapt solutions to reality, and follow up with solution implementation to share successes and identify improvements

Course Outline

- ✓ The Six Steps to the Creative Problem Solving Process
- ✓ Step 1 – Information Gathering
- ✓ Step 2 – Problem Definition
- ✓ Step 3 – Preparing for Brainstorming
- ✓ Step 4 –Generating Solutions
- ✓ Step 5 –Analyzing Solutions
- ✓ Step 6 –Selecting a Solution
- ✓ Implement, Evaluate and Adapt

Content	Time
Model 5 overview	30 min.
Model 5 Pre assessment	30 min.
The Six Steps to the Creative Problem Solving Process	120 min.
Step 1 – Information Gathering	60 min.
Step 2 – Problem Definition	60 min.
Step 3 – Preparing for Brainstorming	60 min.
Step 4 – Generating Solutions	60 min.
Step 5 – Analyzing Solutions	60 min.

Step 6 – Selecting a Solution	60 min.
Implement, Evaluate and Adapt	90 min.
Model 5 Post Assessment	30 min.

Module 6: Managing & Leading Change in the workplace (1 day, 7 hours)

Learning Objectives:

- Get introduced to the concept of organization development & organizational change, and its importance in the manufacturing industry.
- Understand the basics of organization dimensions, concepts, culture, and health performance.
- Be able to use the knowledge gained to contribute effectively to change in the Company/Entity.
- Gain an understanding of holistic ODCM concepts, techniques and artifacts used during change management efforts
- Articulate best practices in the structure and execution of a change management program
- Gain a hands-on perspective in developing a change management approach

Course Outline

- ✓ Organization Development Basics
- ✓ Organizational Management
- ✓ Leadership & Teams
- ✓ Organizational Change & Challenges
- ✓ Major Methods for Organizational Change

Content	Time
Model 6 Overview	15 min.
Model 6 Pre Assessment	15 min.
Organization Development Basics	45 min.
Organizational Management	45 min.
Leadership & Teams	60 min.
Organizational Change & Challenges	75 min.

Major Methods for Organizational Change	60 min.
Model 6 Post Assessment	15 min.

Other Training

- Advanced Organizational Communication Program
- Communications Skills
- Competent Manager
- Creative problem Solving
- Customer Satisfaction
- Effective Leadership Program
- Leadership Training Course
- Organizational Development & Change Management
- Problem Solving & Decision Making
- Professionalism in the Workplace
- Supervisory Skills
- Team Building
- Technical Writing
- Train the Trainers
- Other Training Courses in Business and Management Related Topics
- Other Training Courses in Business Series
- Other Training Courses in Management Skills
- Other Training Courses in Marketing Related Topics
- Other Training Courses in Professional Series.
- إدارة الوقت وترتيب الأولويات
- الاتجاهات الحديثة في إدارة خدمة العملاء
- العادات المثمرة لأكثر الناس نجاحاً
- المدير المحترف
- المدير الناجح
- برنامج المهارات الإشرافية
- برنامج تأهيل مراجعين داخليين في نظام ادارة الجودة

- برنامج مهارات الاتصال فى بيئة متعدد الثقافات
- برنامج مهارات العرض واللقاء متقدمة
- برنامج مهارات حل المشكلات واتخاذ القرارات
- دورة الجدارات والمهارات المهنية لمدراء وروساء الاقسام
- دورة تدريب المدربين
- دورة قيادة فرق العمل
- كيفية التعامل مع ضغوط العمل
- مهارات التفكير الابداعى فى العمل
- برنامج مدراء المستقبل 1
- برنامج مدراء المستقبل المرحله الاولى 2
- برنامج مدراء المستقبل المرحله الثانيه 3
- برنامج مدراء المستقبل المرحله الثالثه 4

Training Course details

Duration:

The course will be delivered over a period of Number of days which will be agreed on

Training hours:

Total number of hours of Training is 7 Hours per day.

The training course will start at 08:00 and finish at 15:00 in all training days

Training Schedule:

Will be decided once its approved by the Company/Entity.

Training venue:

Will be conducted in one of the reputed hotels, 4 starts or higher.

Training Material:

English Language or Arabic Language.

Training methodology:

The training course will be delivered in a wide variety of ways and techniques including, but not limited to:

- Presentations

- Group exercises and discussions
- Role plays
- Individual assignments
- Problem solving exercises
- Pre and post assessment for each module

Trainers:

Professional trainers with massive experience in the field of training and human development. Please refer to the attached CVs.

Participants:

Total number of participants, will be divided into groups of minimum of 20 up to Maximum 25 Participants in each group.

Cost of the training proposal

The Cost of the Training will depend on the Number of the Training Required, No. of the Participants and Number of the Days.

The cost of the training proposal includes:

- Organizational and Training Needs Analysis
- Designing of the entire training programme
- Delivery of the training programme
- Evaluation of trainees through the entire process of training
- Individual assessment of all trainees
- Workbooks and training equipment
- The training venue

Notes:

- DMTC will invoice the company 20% of the cost as an advance.
- Upon completion of training programme successfully, DMTC shall Invoice and receive the remaining balance of the training cost.