



Business Consulting

Facilitators of Growth and Development



- (i) Organizational Development
- (ii) Change Management
- (iii) HR/ Organizational Restructuring
- (iv) Business/ Investment Development Services



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EMEA Development

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EMEA Business Development is a 100% foreign owned company based in Bahrain, delivering professional solutions to organizational development, change management and human resource issues and business development.

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EMEA Business Development combines international expertise with the best available local business and advisory expertise. Our special skills lie in combining local knowledge and experience with an understanding of the international context. This ensures a common approach and focus worldwide, and a service that is second to none.



Why EMEA Business Development?

External consultants have the advantage of viewing the company objectively and with the assistance of working with internal staff, will be able to gain knowledge of culture and strategy in order to maximize effective change and productivity improvement.

As an organization EMEA Business Development WLL has the flexibility to tailor and match engagement methodologies specifically for the needs of each client.

Our facilitators are respected professionals in their fields with international experience both at a federal government level and with private organizations both large and small.

Other consultants are regularly engaged on an as needed basis to meet client needs.



Our Business Consulting Approach





Examples of industries our Consultants have worked with:

Ministry of Labour, Bahrain
Labour Fund, Bahrain
Gateway Gulf, Bahrain
AspenTech, Bahrain
ApenTech, USA and Europe
SABIC, Saudi Arabia, USA, Eur.
Sharq, Saudi Arabia
Electronica, Saudi Arabia
Worley Parsons, Australia, UAE,
Saudi Arabia

International College of Media
Arts and Science, Oman
The Western Australia
Department of Commerce
The Western Australian Council of
Social Services
Centrelink, Australia
The Western Australian
Department of Health

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STC
الاتصالات السعودية



سابك
sabic

VIVA



GIORDANO



Kingdom of Bahrain
Ministry of Labour

everett.





Methodology

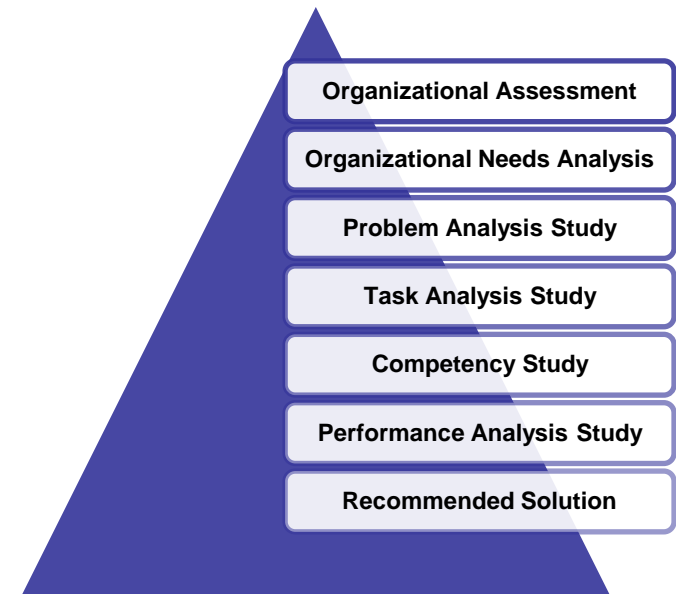
- (i) Organizational Development**
- (ii) Change Management
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Organizational Development

Company growth and constant innovation in technology and techniques can quickly lead structures and processes to become outdated.

Recognition of the importance of people in successful organizations demands an understanding of how to motivate, organise and manage them. This requires local knowledge, international experience and a commitment to long term relationships.





Organizational Development

Objectives

To understand how organizational structures can aid or hinder a company's objectives.

To manage change in organizational structures for smooth transitions.

To understand what motivates employees and what their expectations are.

To develop policies that will attract and retain quality employees.

To establish key business processes that create high performance organizations



Organizational Assessment

Detailed and comprehensive Needs Analysis

– the As Is vs. Desired Outcome - GAP Analysis

Based on identified growth and change requirements within your organization



Organizational Needs Analyses Include:

Organizational Needs Survey

In this most simple method of gathering data, subject matter experts and managers are asked what support they need.

Steps Include

Management Requests

Focus Groups

Interviews



Problem Analysis Study

Data is gathered on specific performers to determine whether the problem is a performance problem or another type of problem (such as an attitude problem or a matter of conflicting direction).

Steps include

- Focus Groups
- Interviews
- Skill Tests
- Observation Performance
- Questionnaires
- Performance appraisal reviews



Task Analysis Study

Individual tasks are analyzed to determine the knowledge, skills, and abilities necessary to perform the job.

Steps include

Subject matter experts are interviewed and observed.

Focus Groups

Interviews

Skill Tests

Performance documents

Observation

Performance questionnaires

Performance appraisal reviews



Competency Study

Subject matter experts are asked for information on the knowledge, skills, and abilities necessary for broad competencies associated with a job.

Steps Include

- Management Requests
- Performance questionnaires
- Focus Groups
- Interviews



Performance Analysis Study

The most complex method determines the desired process to complete the job, the job output, the tasks required, and the knowledge, skills, and abilities necessary to do the job.

Steps Include

Focus Groups

Interviews

Skill Tests

Observation

Performance questionnaires

Performance appraisal reviews

Performance documents



Solution

Once needs are identified, EMEA Business Development assembles an effective organizational development strategic plan and implementation support to meet your organizational needs, with a focus on the areas of Management and Leadership in a changing environment



Solution

Recommended interventions can include

classroom sessions

group activities

projects within the organization

self reflection and identification of skills for assessment

individual coaching



Methodology

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Our Change Management Proposition

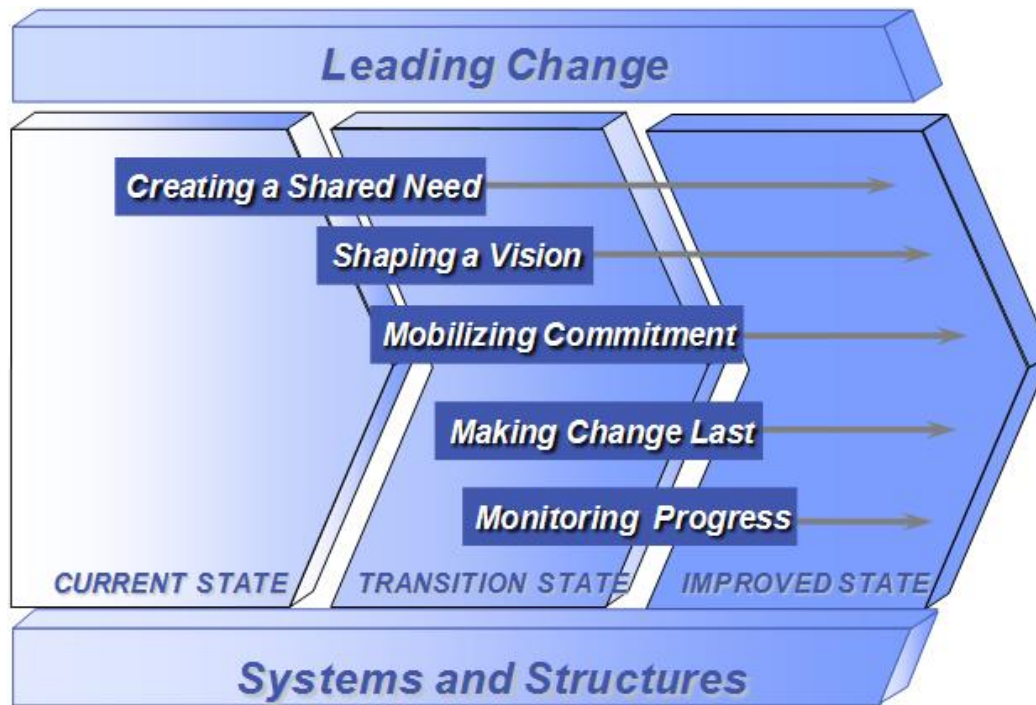
Whether merger, reorganization, downsizing or spin-off, wide spread upheaval in the executive suite has become a fact of corporate life that may be with us for years to come.

Within this climate, achieving positive transition for management with minimal impact on the organization is both an imperative and a challenge. Successful transitions are accomplished with care and skill.



Our focus on organizational goals; our emphasis on performance; and our hands-on expertise in the development of customized solutions consistently yield results that meet, and consistently exceed, the expectations of our clients.

A Seven step iterative framework is used to plan the strategy and structure of Change Management activities through the project



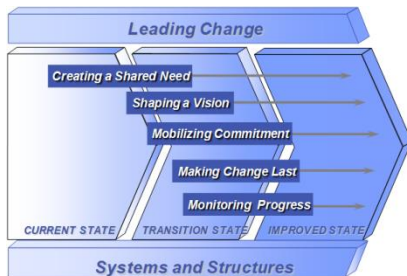
Change Phase	Description of Outcome
Leading Change	Examine and Clarify the Current State of the Organization
Creating a Shared Need	Establish a Shared Vision of the Future State of the Organization
Shaping a Vision	Establish a Shared Vision of the Future State of the Organization
Mobilizing Commitment	Establish a Shared Vision of the Future State of the Organization
Making Change Last	Establish a Shared Vision of the Future State of the Organization
Monitoring Progress	Establish a Shared Vision of the Future State of the Organization
Systems and Structures	Establish a Shared Vision of the Future State of the Organization

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All change management planning activities are included in one of these 7 change processes. This ensures a systematic and robust approach



Change	Outcome
Leading Change	Sponsors and Champions demonstrate active commitment to the project.
Creating a Shared Need	All stakeholders understand, at their level, why the Beneficiary Company needs to change its organization
Shaping a Vision	All stakeholders, at their level and within their product line, share the same vision of the future organization
Mobilizing Commitment	Stakeholders agree to participate in the project and to work for a final common successful result
Making Change Last	The changes introduced by Service Provider are sustainable, and there is a perpetuating community of practitioners to carry on the work.
Monitoring Progress	The changes are actively being deployed and measured.
Changing Systems & Structures	The Project Implementation work is being conducted, and all accompanying practices (management, organization, communications, IT ...) are changing as well



Functional Structure Assessment

Output

- ◆ The purpose of this step is to develop a high level understanding of functions to be performed

Major Activities

- ◆ Review organization structure and develop high level understanding of functions to be performed across the Company
- ◆ Review industry trends and best practices in terms of functions to be performed
- ◆ Understand future requirements in terms of future services to be offered
- ◆ Define functional reporting structures

Major Deliverables

- ◆ Functional assessment



Our Methodology ensures a systematic approach to all stakeholders levels and at all stages of the project

Categories of Change Management Activities we plan for:

- Change Advocacy – enabling change by understanding and mitigating resistance
- Organizational Transformation – designing and implementing the new organization
- Learning – design and implementation of comprehensive training programs
- Communications – authoring, editing, publication, distribution through all media types; event organization

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Communications

Global Communications – market the global image of the project both inside (internal stakeholders) and outside (external stakeholders)

Tailored Communications – support the change effort by directed specific communication to specific groups as needed

Change Advocacy

Change methodology workshops – “**Shared Need**”, “**Shaping Vision**”
Analyze and mitigate resistance through **Stakeholder analysis, Attitude charting, Technical, Political and Cultural Analysis**
Monitor progress (in coordination with client Business Readiness initiatives) with **Behavioral Change Analysis**

Organizational Transformation

Help HR to **implement the new organizations** within each Affiliate/SBU
Conduct the **Skills Gap Analysis** to help in role allocation
Coach workers in changing **micro organization** and **work habits**
Ensure alignment with **overall HR Strategy**

Learning

Support the integration teams in preparing their training material with **training design standards** and **planning and coordination**
Develop **training material** other than IT / Process related
Design, implement and maintain a **reference documentation library**



Change Management Productivity Improvement Strategy Workshops



Example of our Change Management Planning and Delivery



Diagnostics, Strategy and Planning

ANALYSE & DESIGN

Needs for Change

Type of Change

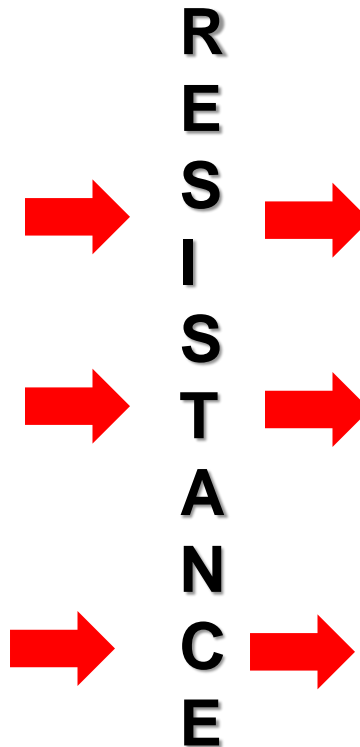
Organization Change
(Company Expansion)

Factors (Results of
Culture Survey)

PLAN STRATEGY

Change Roles

Competency Framework



Implementation/ Implementation Support

STEP 1

Transition Management
Implementation

Core Change Skills/ Roles

STEP 2

3 Months Performance
Coaching

ADOPTION OF CHANGE

New Skills used daily

Example of our Change Management Planning and Deliverables

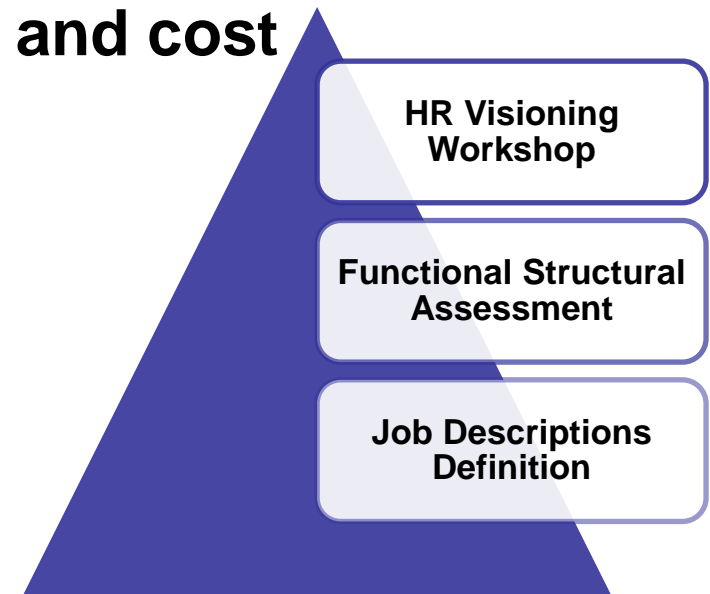


Methodology

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Our organization design and planning offers a proven, high-impact approach for design and development of an Organization including job descriptions (JD) to ensure effectiveness, performance and cost improvement for the organization.





HR Philosophy Visioning Workshop

Output

- ◆ Facilitate and guide the management of the Beneficiary Company to establish and reach consensus on the desired future HR philosophy, culture and values for the company, which will then be used as guiding principles to develop job descriptions, remuneration structure and HR policies.

Major Activities

- ◆ Assist management in defining the HR philosophies of the company
- ◆ Assist management in defining the management principles related to HR and employees (code of conduct, company wide guidelines and principles, & employment terms and conditions)
- ◆ Facilitate management in defining future values and culture of the company

Major Deliverables

- ◆ Defined high level HR philosophy including future culture and values



Functional Structure Assessment

Output

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- ◆ Review organization structure and develop high level understanding of functions to be performed across the Company
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- ◆ Understand future requirements in terms of future services to be offered
- ◆ Define functional reporting structures

Major Deliverables

- ◆ Functional assessment



Job Descriptions Definition

Output

- ◆ The purpose of this step is to develop job descriptions for the purpose of hiring, performance appraisals and remuneration

Major Activities

- ◆ Develop Job Descriptions including:
 - ✓ reporting lines;
 - ✓ duties and responsibilities;
 - ✓ authority structure; and
 - ✓ internal and external relationship

Major Deliverables

- ◆ Develop the roles and responsibilities and the reporting relationship between the Board of Directors and Executives
- ◆ Determine the authority and responsibility of the each grade.



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Business & Investment Development

We provide leadership throughout the business development process, from pre-feasibility to corporate formation and fundraising and where appropriate sourcing the right human capital and organizational structure, organizational culture and key performance indicators

Market Analysis

Competitor Analysis

Industry Dynamics

Financial Analysis

Corporate Formation

Report Preparation

Private Placement
Memorandum

Creating Business
Development Road Show

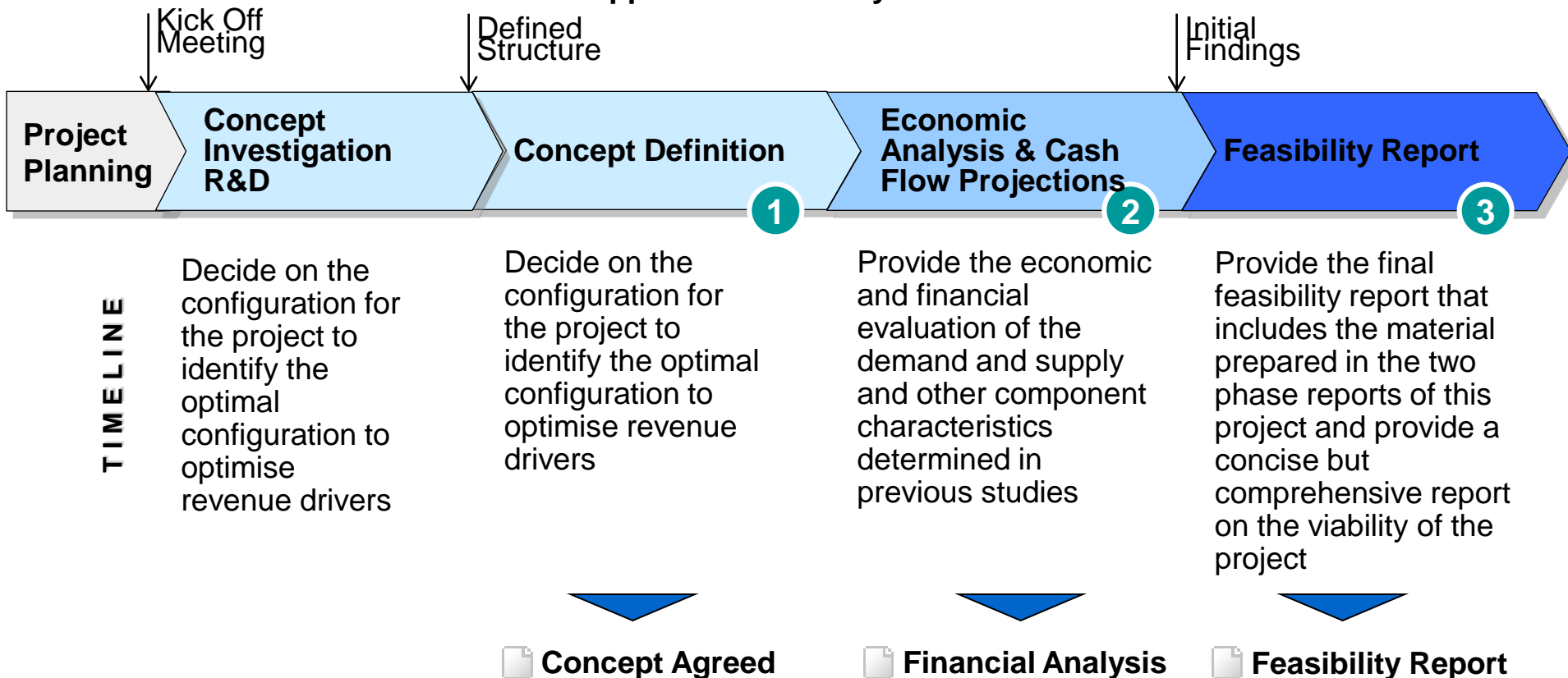
Road Show: Raising
money to realize project

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Business Development

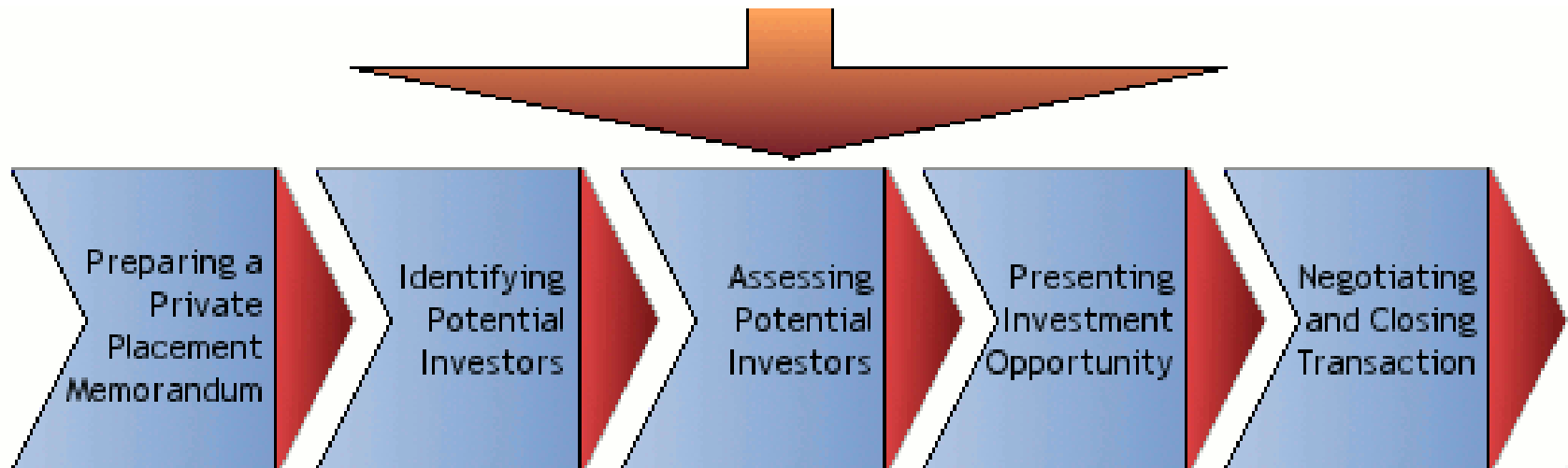
10-12 weeks
Approx 120 man-days





Investment Development

We act as the business advisor to source and manage the right parties to broker and attract private equity and venture capital with angel investment in seed, start-ups and early stage ventures. We assist clients in communicating investment opportunities to perspective investors.





Business Consultancy Information

EMEA Development specializes in growth-orientated business consultancy services.

These include Business Planning, Business Development, Business Strategy, Human Resources Strategy, Policies and Procedures, Executive Recruitment and Change Management, Communications and Organizational Restructuring/ Transformation.



Selected EMEA Business Development Illustrative Consultants/Trainers Profiles

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Professor Brandon

Senior Trainer/Coach and Consultant – Leadership and Culture Transformation

Trainer/ Facilitator –Goldman Sachs - Recognized instructor for national program delivering instruction at both LA City College and Long Beach College in leadership, goal setting and vision development to over 250 small companies (revenues of \$250K-10M) to increase their internal capacity and increase job growth over the last 4 years. Deliver instruction through reflective and interactive exercises, peer to peer learning, creating metrics that lead to completion of a growth plan. Scholars have included several 8A firms and two regional SBA award winning companies.

Selected to serve as instructor for national cohort at Babson College (#1 entrepreneurship school) for 150 scholars from around the nation.

Adjunct Professor California State University, Los Angeles: Develop curriculum and deliver instruction in the following courses: Organization Behavior, Leadership & Motivation, Global Entrepreneurship in the Management Department for the Business School.

Trainer Global Business Management Program University of California, Riverside Extension

- Curriculum design and trainer

Business Performance Coach, Beacon Management Group: Provided training and development through interactive group activities and scenario-based peer to peer sharing for 3 hour workshops in leadership, customer service, brand development, marketing and operational effectiveness for over 350 businesses in LA and Orange County.



Eng. Fuad Abdulla **Senior Trainer/Coach and Consultant – Leadership and Culture** **Transformation**

Eng. Fuad is a telecommunications Engineer with 10 years experience in the field of Learning & Development, as a professional trainer and consultant. His career has taken him from Employee, Section Manager at Batelco, to management consultant and most recently ten years in leadership development training and coach. He has lead training and facilitation for ministries, private companies and numerous Middle East telecom companies.

- **Trained 100 Section Managers at a major Telco Operator in the Middle East transformation leadership and in changing company culture – 2015/16.**
- Delivered training programs on Cultural Transformation, Performance Management, Career Planning & Supervisory & Management Skills
- Delivered Leadership Development programs at Batelco, Qtel, and through National Career Progression Program, (Tamkeen, Kingdom of Bahrain)
- Managed the process of a Changing environment for an Incumbent Telecommunications Operator in Africa from a government owned towards privatization
- Project Manager for three telecommunications consultancy projects in the Middle East & Africa
- Training & QA for customer service & Leadership project for section heads of two incumbent telecommunications operators, in Bahrain & Qatar
- Highly experienced facilitator on Action Planning processes, follow up and measurement linked to Leadership development programs and cultural transformation
- Worked with the Crown Prince in the Kingdom of Bahrain on 3 National projects of Transformation and Reform
- **(PM reporting directly to the Crown Prince for the Telecoms Deregulation of Bahrain)**
- 10 years in Telecoms leadership (wholesale and international sales) at Batelco, Bahrain and Management Consultancy.



Major Jackson

Senior Trainer/Coach and Consultant – Leadership and Culture

Transformation

Major Mike has more than 20 years of international experience in Project Management, Executive Coaching and Business Transformation in the government, banking, telecoms and other utilities, oil & gas sectors.

He specializes in instilling management practice into new managers and new project managers. He specialized in teaching in a coaching style how to create breakthroughs in management performance. Major Mike has trained thousand of men taking on team management positions , both in business and in the military.

A product of the English public school system and the Royal Military Academy Sandhurst, Military Academy Mike has been leading and teaching leadership for most of his working life, retiring from active service as a Major, he has been fortunate enough to have travelled widely working with hugely talented people that has granted him some unique opportunities and experiences in life.

He has developed his significant expertise at delivering cultural transformation training and business transformation support into global institutions incl:

- National Electricity Provider GCC, National Telecom Provider GCC
- Saudi Aramco, Goldman Sachs, JP Morgan, Lloyds Insurance,
- Ministry of Interior KSA, Arcapita,
- Hewlett Packard and Economic Development Board Bahrain to name a few.





Rebecca Herbertson
B.Psych (Hons Psychology) ACC ICF

Rebecca Herbertson is a Certified Psychologist, Consultant, Trainer, Psychometrist, Researcher and Coach working across many sectors including education, banking, government with clients from students to C-suite.

As Director of Betterlink Business Consultancy and Training Services Group she is responsible for quality assurance for registered training services including the development of training and assessment materials for qualifications including Certificate IV in Leadership and Management and the Diploma of Leadership and Management. Within this role I have also provided business support services to clients including business & strategic planning for client's business expansion, measuring cultural changes in employee engagement, tender writing services and general business support and advice.

With a background in psychology, training & development, and coaching I demonstrate multi-faceted skills acquired through extensive experience delivering bespoke training and support to organisations and individuals. My work has primarily involved providing services to transform organisational and community cultures and enhance ways of working, Centrelink customers, senior secondary school students and people and organisations going through change. I have liaised extensively with employer clients and government bodies such as Centrelink, DEEWR and the Western Australian Department of Training and Workforce Development.



Michelle Bailey B. Psych M HR – Practice Leaders People and Change/ Cultural Transformation

Partner and Founder, EMEA Business Development WLL and Founder of FEED THE NEED

Michelle is a people and change strategy expert – bringing a track record to analyze, design and manage significant change, whilst being able to obtain buy-in from stakeholders at all levels. She is a qualified trainer with a psychology degree specializing in HR and Organizational Development.

Michelle has 20 years total experience in Organization Development/ Human Resource Management/ Consulting/ Recruitment/Career Counseling including 15 years Middle and Senior Management 20 years in Public Service sector and private enterprise in Australia and 10 years in the Middle East, Bahrain, Saudi, Dubai, Oman and Qatar.

Member of a 9 person team for the Australian Government Employee Development project for the Welfare Department. Wrote and delivered new initiatives Australia-wide providing training and consulting on process mapping, employee management using ranking and rating systems, 12 month project.

Written and delivered Continuous Improvement programs and Change Management seminars.

Exposure to large scale business transformation and infrastructure project environments.

Experienced operating with senior level stakeholders.



Visit our New Web Site for an Up to dated Profile

www.emeadevelopment.com