



- Career Development & Essential Workplace Skills
- Saudi Youth Leadership Development
- Management & Leadership Development
- Leadership Skills for Lean Organizations

## Soft Skills for Hard Times

in association with

*Sterling Institute*

# Career Development and Essential Workplace Skills

Talent development is a key driver in improving the effectiveness and building the leadership potential of front-line employees. Many employees are limited by a lack of personal leadership skills. By building these skills, they can more capably take charge of their careers, work effectively in teams, and interact with others across the organization. In most cases, front-line employees have the capacity and desire to lead but do not receive the training designed to develop the leadership and communication skills they need to work with others effectively. Developing the soft-skills of front-line employees will have a significant impact on individual performance and organizational effectiveness. Providing training for front-line employees will help Saudi businesses become more powerful global competitors and help government Ministries carry out their important missions for the Saudi people.

We are committed to providing front-line employees with career development and training in essential workplace skills. We can develop the core leadership and management capabilities needed to build successful companies and government Ministries and to speed the Saudization of the workforce. Our career development and workplace skills programs will develop the skills Saudi Arabia's workforce need to become one of the most effective and competitive economies in the world.

## Why select us as a learning resource?

- We have association with pioneer in Learning and Development since 1976.
- Hundreds of workshops delivered successfully in Saudi Arabia since 2007.
- Workshops "localized" for Saudi audience and culture
- Design and delivery that invites communication, engagement and application.
- Understanding local market and customer needs.
- Using effective assessment instruments to create value.

## Programs for Frontline Employees

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| <ul style="list-style-type: none"> <li>• Is a Career in Supervision Right for You?</li> <li>• Preparing to Become a Supervisor</li> <li>• Taking Responsibility for Your Technical</li> <li>• Career Problem Solving and Decision Making</li> <li>• Effective Communication Skills</li> <li>• Working in Teams</li> </ul> | <ul style="list-style-type: none"> <li>• Personal Leadership</li> <li>• Working Across The Organization</li> <li>• Delivering the Best Customer Service</li> <li>• Supporting Change and Adding Value</li> <li>• Handling Conflict on the Job</li> </ul> |
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# Saudi Youth Leadership Development

The Saudi Youth Leadership Development curriculum has been developed by Sterling Institute and Four Dimensions Consulting to successfully transition Saudi youth from universities to management positions in both the private and public sectors of Saudi Arabia.



Sterling Institute has extensive experience in working with organizations to develop the management talents of their workers and to prepare them to transition successfully into management and supervisory roles. Our credibility in "localizing" our programs for Saudi audiences and our successful training experience in the Kingdom makes us a highly capable resource; one that you can trust to provide recent Saudi graduates with high quality leadership and management training.

## Leadership Programs for Saudi Youth Transitioning into Supervision and Management

- Career Transitions: Preparing to Become a Supervisor
- Developing Core Supervisory Skills I
- Developing Core Supervisory Skills II
- How to Become a Leader
- Learning to Manage Change
- Problem Solving and Decision Making
- Managing Team Performance

- Communication Skills for New Managers
- Delivering the Best Customer Service
- Personal Leadership
- Leading Teams and Others
- Managing Conflict at Work
- Keys to Conducting Effective Meetings

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# Management and Leadership Development

Developing the core management and leadership competencies of 1st and 2nd level managers and supervisors is critical to improving performance, increasing organizational effectiveness and achieving business results. Investing in leadership and management development is of vital importance for Saudi Arabia. Learning these skill sets will enable supervisors and managers to build strong businesses, compete globally and carry out the mission of their organizations.



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## Programs for Experienced Supervisors and Managers

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|--|---|
| <ul style="list-style-type: none"> <li>• Developing Core Supervisory Skills I</li> <li>• Developing Core Supervisory Skills II</li> <li>• Essentials of Leadership</li> <li>• Managing Change</li> <li>• Problem Solving and Decision Making</li> <li>• Managing Team Performance</li> </ul> | <ul style="list-style-type: none"> <li>• Effective Communication for Supervisors</li> <li>• Delivering the Best Customer Service</li> <li>• Personal Leadership</li> <li>• Leading A Cross-Functional Team</li> <li>• Managing Conflict</li> <li>• Keys to Conducting Effective Meetings</li> </ul> |
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# Leadership Skills for Lean Organizations

In an effort to support government and private-sector organizations that are implementing Lean operating techniques, Sterling Institute has developed a series of "Lean-focused" workshops to provide leadership tools and skills throughout the organization. Key elements of the curriculum include learning to understand and lead change and developing people and teams to work successfully in a Lean work environment.

Sterling Institute has the experience, staff and training workshops that help senior leaders, managers and front-line employees develop the leadership and team capabilities they need to successfully implement Lean and other continuous improvement methodologies. In addition, we have a series of measurement tools to assist clients with identifying the current state of behaviors and practices that are helping or hindering lean performance and can lead the way for making change and adjustments. Post-action assessments can be taken to measure change. Our assessment tools provide insight into the behaviors required for implementing change initiatives, developing people and working in teams successfully.



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## Workshops for Lean Organizations

- Senior Leaders  
Leading Lean Transformations
- Leaders  
Leading Lean Change Initiatives  
Developing Lean Associates  
Lean Team Development
- Associates  
What Lean Means to Me  
Working Across the Organization  
Working In Teams

## Assessment Instruments for a Lean Environment

- Measuring Change  
Change Effectiveness Questionnaire  
Change Leadership Survey
- Measuring Leadership and Management  
Performance Management Questionnaire  
Leadership Practices Survey
- Measuring Individuals and Teams  
Associate Practices Survey  
Team Effectiveness Survey  
Team Member Impact Survey  
Project Management Practices Survey



# Assessment Instruments for Tailored Programs:

In addition to providing such extensive library of programs, we design and develop internet-administered surveys that assess employee development needs and provide company-specific and position-specific insight into the core competencies that count for exceptional individual and organizational performance.

## Assessment Instruments:

- Feedback must focus on key constituents' unique point of view

- Self
- Immediate Supervisor
- Direct Reports
- Management Team
- Peers
- Team Members
- Customers
- Employees

- Feedback must be relevant and actionable

- Universal Measures
- Company/Position-Specific Measures

- Participants assess their current effectiveness and identify their own improvement opportunities

- Participants see the need to change and become committed to change