

*Essence
of
Learning*

WHO ARE WE?

IMPACT training and learning center is delivering high end training initiatives in Bahrain. IMPACT is also involved in providing consultancy services to corporate clients in the area of human capacity building. IMPACT is teamed by well experienced professionals in various areas of training management and development.

CHAIRMAN

Chairman: Hakeem AL-Ahmed. Post graduate businessman; Mr.AL Ahmed is engaged in different ventures mostly properties and restaurants



MANAGING DIRECTOR

Managing Director Adel Reda, Has 25 years of experience in different professions from electronics engineer to Retailing and in the last decade his focuses are on human and training development. He holds a degree in Engineering and Master in Business



EXECUTIVE MANAGER

Executive Manger Julie Joyce, Following many years in learning and development Julie has gained extensive knowledge of continuous development to define problems and develop solutions. Her working career started in 1978 in British Steel (UK) and has spanned over 25 years.

Her career has since covered all aspects of training in varied sectors through the design and implementation of interventions both in the UK and the Kingdom of Bahrain working with companies such as Tata Steel, Amex (Middle East), Lloyds Bank, Barnardo's Children's Charity UK, Bahrain Airport Services and Department of Education.



HOW DO WE OFFER

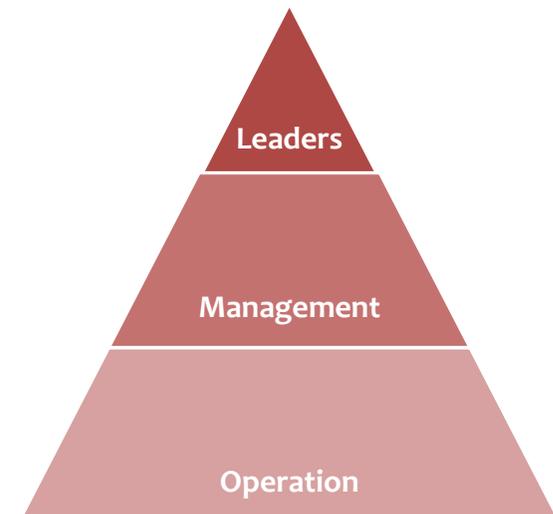
IMPACT offers a complete training solutions, we scan the organisation that lead to improved training design and delivery, the training is carefully measured and the impact is monitored.



TO WHOM WE OFFER

IMPACT and its international partners offer training to all business sectors and all levels in the organisation

- Retail
- Hospitality
- Health Care
- Automobile
- Financial
- Airport and Airlines
- Construction & Industry



WHAT DO WE OFFER

Training and development is key to the delivery of success for any organization. Successful organizations are those which understand that an investment in human capital will not only lead to increased business performance and customer advocacy, but also to higher staff engagement and retention

We deliver bespoke solutions to domestic and international organizations who wish to improve their business performance through:

-  Leadership
-  Employees engagement
-  Customer Experience
-  Productivity Improvements

LEADERSHIP

Leadership is a process to create change and to sustain business and people growth.

Mastering the art of leadership comes with the mastery of self; developing leadership is a process of developing the self.

Following the recent global financial crisis, organisations across the world are having to redefine the way they do business.

In periods of such uncertainty, there is a premium placed on the quality of leadership and the capability of those charged with running their organisations to deliver for their stakeholders – be they customers, governments, investors or employees. IMPACT has extensive expertise and experience in the design and delivery of programmes to meet the needs of leaders at different levels of the organisation – from the boardroom to front line supervisors.

EMPLOYEES ENGAGEMENT

“To win in the marketplace you must first win in the workplace.”

Employee engagement is the emotional commitment the employee has to the organization and its goals.

That means engaged employees actually care about their work and their company. They don't work just for a paycheck, or just for the next promotion, but work on behalf of the organization's goals.

When employees care—when they are engaged—they use discretionary effort.

IMPACT offers a complete employees training that lead to work engagement

CUSTOMER EXPERIENCE

A customer experience is an interaction between an organization and a customer as perceived through a customer's conscious and subconscious mind. It is a blend of an organization's rational performance, the senses stimulated and the emotions evoked and intuitively measured against customer expectations across all moments of contact.

We help organizations improve their customer experiences by:

- I** Helping organizations develop customer experience strategies that deliver results
- I** Undertaking specialized emotionally-based customer research methods we've developed in conjunction with some of the world's most prestigious business institutions
- I** Helping to define how customer-centric the organization is, and how customer-centric it wants to be
- I** Designing emotionally engaging customer experiences
- I** Measuring experiences organizations currently deliver

PRODUCTIVITY GROWTH

Improving productivity is at the top of nearly every organization's list but making it happen can be a challenge.

There are some great methods that are proven to significantly improve productivity. One of the best is to improve your selling skills/techniques

We at IMPACT can help organisation improve their productivities through attractive approaches toward productivity growth



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