

**J&R Business Consultancy** FZE  
*Mission to Empower*

# **Company Profile**

## **&**

# **Business Catalogue**



**J&R Business Consultancy** FZE  
*Mission to Empower*

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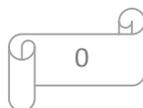
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**J&R Business Consultancy** FZE  
*Mission to Empower*

is an established consultancy company in the UAE,  
incorporated under registration number RAKFT2A-F2E-4001206 as a Free Zone  
establishment with limited liability as of July 13, 2008.

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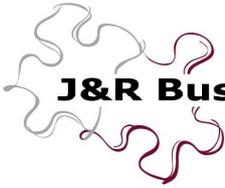


## Welcome!

Thank you for taking the opportunity for reading our company's profile and business catalog. We hope you find the information in this booklet practical and beneficial.

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**J&R Business Consultancy** FZE

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## **Core Values**

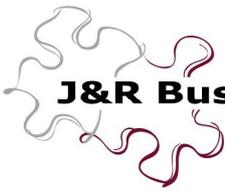
Transparency, Commitment, Expertise, Honesty, Quality, Trust

## **Mission**

**J&R Business Consultancy's** mission is to empower people and businesses alike through the provision of optimally tailored solutions for their business excellence needs.

## **Vision**

**J&R Business Consultancy's** vision is to become one of the most trusted business consultancy enterprises in the UAE specifically and the Middle East and North Africa (MENA) Region potentially.



**J&R Business Consultancy** FZE  
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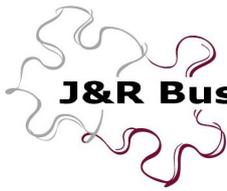
## Introduction



**J&R Business Consultancy** FZE  
*Mission to Empower*

**J&R** is an established Business Consultancy and Training company in the United Arab Emirates with a commitment to align employee development with the overall company culture and operating systems.

We will help empower people and businesses alike on a **global** basis, through the provision of optimally tailored solutions that are targeted to business excellence.



**J&R Business Consultancy** FZE

*Mission to Empower*

## **What J&R Business Consultancy FZE can provide for your business**

**Corporate Consulting**

**Corporate Training**

**Business Guidance**

**Entrepreneur Consultancy**

**Translation and Interpretation Services**

**Project Development**

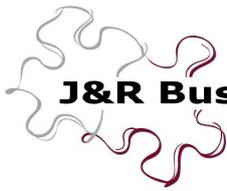
**Benchmarking Services**

**Marketing Advising**

**Management and Leadership Education**

**Employee Evaluations and Assessments**

**& much more**



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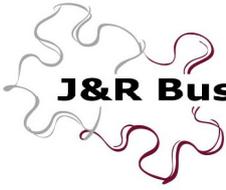
**2010 - 2011**

# **Professional Development Modules**



**J&R Business Consultancy** FZE  
*Mission to Empower*

**Delivering high-end  
corporate training and consultancy!**

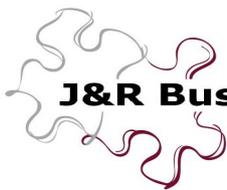


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# Communication Modules





## COMMUNICATION

In business, *credibility* is not only measured by results but by people's awareness of the results. Effective communication is the single most essential skill of leadership success at every level of the organization. Learn how to increase your productivity by taking charge of your communication style. High-performing teams know the importance of collaboration; excellent communication skills give the team its strength and resilience. Participants in these seminars will gain knowledge and skills pertaining to professional business communications that are appropriate for executives, managers, and shop-floor employees.

### ❖ **Assertive Communication**

Communication is the number one contributor to leadership success. Assertiveness is a useful communication tool. Its application is contextual; it is not appropriate to be assertive in all situations - sudden use of assertiveness may be perceived as an act of aggression by others. This program provides awareness of the many styles of the communication process.

### ❖ **Becoming a Master Communicator**

Your company *does* have a voice – it is the collective written communication emanating from each employee, at all levels of service. Ascertain that each key professional within your organization performs optimally when composing written documents for internal *and* external distribution. This powerful suite of communication modules includes the following five courses:

**Write it Right** - Begin with the basics: the mechanics of grammar, punctuation, and capitalization; scrupulous attention to flawless spelling and word usage. Advance to audience, organization and content. Identify and avoid common errors.

**E-Writing for E-Maniacs** - Composing, distributing, and managing electronic forms of written communication (email, instant message, text message, etc.) requires careful attention. Learn to leverage this primary form of correspondence, and avoid inherent mistakes.

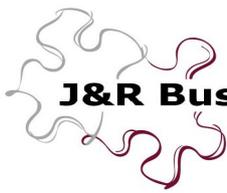
**Special Writing Applications** - Study the techniques used each day by the marketing professionals to enhance your newsletters, flyers, and invitations. Tight, exciting messages that demand attention are no accident. Learn the art of the call to action.

**What's In and What's Out** - Apply the myriad formatting options available within today's word processing software, *without* detracting from your message. Revisit acceptable business language and voice. Achieve contemporary flair while retaining a professional image.

**Powerful Presentations** - Learn to liberally and confidently apply the techniques that make a presentation spark, pop and sizzle. Put a stop to the usual disorganized, boring presentations.

### ❖ **Cyber-Management and Manners – Getting the Most from Email**

Your message is not “just an email.” Understanding the rapidly evolving culture associated with today's email technology involves more than always “zipping” large attachments, and using “*bcc*” to protect the privacy of members within your distribution list. Similarly, navigating through an unfamiliar country without a working knowledge of the local culture can instantly label you as “offensive.” Ensure that your skills are current with a careful analysis of email correspondence etiquette and distribution “netiquette.”



### ❖ **Effective Business Communication**

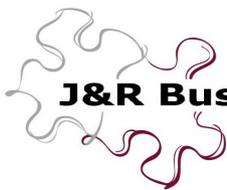
Communication is the dynamic process that drives business, and this course is the ultimate guide for accelerating to excellence while skillfully avoiding the barriers. Strategies are examined for ideal impact in light of the message, the audience, the resources available, and the call to action. Clear, concise, factual communication is stressed through a variety of written and verbal applications. Continual emphasis on measuring comprehension during all phases of communication ensures that participants are able to identify barriers and address them.

### ❖ **Interpersonal Communication**

Communication styles are diverse, and are not always compatible. Advance your organization's objectives by learning to identify the various communication styles and leveraging your interaction to ensure clarity at the interpersonal level. Learn to analyze effective and ineffective listening, develop messages that will be heard, and build constructive relationships in the workplace. Understanding exactly what others are conveying, through verbal and non-verbal behavior, is key to targeting problems and developing effective solutions. Diffuse aggressive, covert aggressive and non-assertive behavior – even if it is your own!







## CUSTOMER SERVICE

Millions of words have been written about customer service and how to create a corporate culture around this theme. Customer Service used to be all about transactions– make a quality product that results in a profitable sale. In today's economy, it is imperative that everyone in your company does a good job with internal and external customers. Today's customer is the next person in line who receives your output, whether he/she is at the next desk or halfway around the world. A financial transaction no longer defines the customer. Nothing you do at work is more important than tending to your customer.

### ❖ **Internal Customer Service: *Working Together to Make Things Work***

Build motivation and engagement toward continuous improvement by creating awareness of *internal* customers. This module provides clarity about the impact of positive inter- and intra-departmental relationships. Participants identify internal customers, and define their own customer roles within the organization. The focus is on sustaining collaborative relationships, learning specific techniques for clarifying responsibilities, and increasing commitment to organizational goals. An analysis of the complementary aspects among all personality styles aids in the reduction of friction and an awareness of the value of diverse styles within a successful organization.

### ❖ **Customer Relationships: *Essentials of Customer Service***

A comprehensive analysis of human behavior characteristics allow both veterans and new hires, alike, to elevate customer service quality from good to fantastic.

### ❖ **Attitude is Everything**

Improve crucial first impressions and the continued satisfaction of customers by learning and incorporating *great attitude* components, including active listening skills and positive body language.

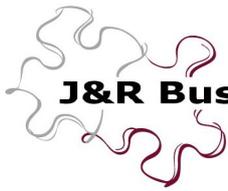
### ❖ **Servicing the Angry Customer**

Explore strategies for approaching each customer style and become adept at working with difficult customers. Participants will be encouraged to practice techniques allowing a calm, controlled demeanor while servicing the really angry customer, including strategies for handling harsh language.

### ❖ **Respecting Everyone's Differences**

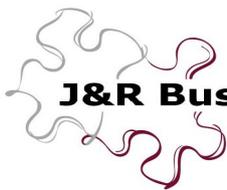
This course will emphasize the benefits of showing respect to customers; identify the dangers of stereotyping, and provide the tools to respond in a consistently positive manner.





# Leadership & Management Development





## LEADERSHIP AND MANAGEMENT DEVELOPMENT

The cornerstone of effective business execution is to get things done through others. This is the fundamental role of good leadership. Leaders define the company culture by setting goals and priorities, by being actively involved, and by putting the right people in the right jobs that are also energized and optimistic.

These seminars will help you assess the gaps in your company's leadership capabilities and will provide ready-to-use strategies for improvement.

### ❖ **Accountability That Works**

Study accountability in the context of continuous quality improvement. Create greater team effectiveness by ensuring that each task within a project has an owner; learn to be accountable without being defensive, and create accountability-based questions that focus on results. Create a safe environment for accountability with full comprehension of the five core areas of accountability.

### ❖ **Applied Strategic Planning**

The goals of the organization are met by effective leaders who make decisions with the strategic plan in mind. Learn to align long- and longer-term strategy with the mission statement, and measure strategic goals against vision, values, and culture. Work with performance analysis and gap analysis. Examine successful strategy for implementation and monitoring.

### ❖ **Building Commitment to Change**

Organizational change can strengthen and improve performance; it requires skillful leadership. Garner authentic commitment to the new direction as quickly as possible by understanding the emotions that employees will experience during progressive stages of change. Recognize the self-defeating attitude, and skillfully redirect to overcome resistance. Keep organizational objectives on track in the face of change by building solid commitment from your team. Learn to create a climate that will accept and encourage changes.

### ❖ **Collaborative Conflict Resolution**

Differentiate between "functional" and "dysfunctional" conflict and provide positive guidance toward a resolution while retaining the goals of the organization. Practice a collaborative model for conflict transformation by encouraging creative options. Manage conflict that arises within teams. Assess your personal conflict management style and learn how to best influence positive outcomes.

### ❖ **Preventing Harassment in the Workplace**

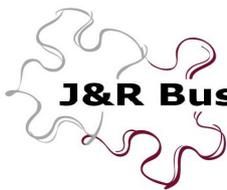
Maintain a healthy and comfortable workplace environment by understanding sexual harassment issues, and pro-actively diffusing inappropriate behavior. A study of the current laws, policies, and procedures for reporting harassment situations will motivate leaders to actively protect team members (and the organization) from inappropriate behavior and potential litigation.

### ❖ **Cultural Diversity in the Workplace**

Lead a team that leverages the advantages of a culturally diverse composition. Learn techniques to overcome barriers that stand in the way of a diverse workforce. Distinguish between affirmative action, valuing differences, and managing diversity.

### ❖ **Delegating Successfully**

Your staff will become underutilized and dissatisfied if you lack delegation skills. Explore a model for delegating workload and identify criteria for selecting the right person for the task.



### ❖ **Goal Setting**

Become adept at formulating goals that are specific, measurable, realistic, time-based, and aligned to the organization's overall mission and strategy. Learn an approach to creating action plans that help ensure that goals and objectives are achieved. Apply follow-up techniques to ensure that commitments and goals are being met.

### ❖ **Making the Most of Meetings**

Assess the need for meetings. Recognize and arrange events that need to happen before, during, and after a meeting. Identify the factors that drain meeting productivity. Learn to manage conflict and other difficult behavior during the meeting. Use meetings to save time, improve decision making, and build team momentum.

### ❖ **Leadership Excellence**

Understand personal leadership style, and the keys to leading different styles of people. Identify common leadership challenges, and the forces to overcome them. Discuss the responsibilities of managing people and projects. Learn, discuss, and apply coaching techniques. Learn to create and communicate vision. Create a personal leadership strategy and related tools inventory.

### ❖ **Hire Hard, Manage Easy – Interviewing and Selecting**

Learn and practice key skills that are critical for finding and keeping the best talent. Review legal guidelines to follow during the interview and selection process. Practice conducting a behavioral, structured interview.

### ❖ **Financial Fundamentals for Non-Financial Managers**

A succinct review of the primary financial statements, basic cash-flow concepts, cost analysis, and budget preparation. Participants will perform calculations to reinforce the concepts that will provide a solid foundation for effective business decisions.

### ❖ **High Performance Coaching**

Evaluate the character and capabilities of subordinates and choose where to direct energy for systematic improvement in the competencies that your organization needs. Choose and apply a specific coaching model and recognize the barriers to an effective coaching relationship.

### ❖ **Motivating and Managing Performance**

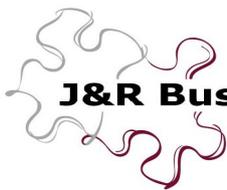
Define the essential components of a performance management system. Identify motivators and study strategies that foster a self-motivating work environment. Understand generational differences and the impact on workplace motivation. Recognize the importance of providing continued professional growth opportunities for your team members.

### ❖ **Problem Solving and Decision-Making**

Think clearly and creatively about problem situations with a focused approach to problem solving. Find and solve root causes to avoid future difficulties. Support and explain decisions to all stakeholders.

### ❖ **Project Management Fundamentals**

Understand the typical project life cycle and four-phase method of managing projects. Study clear examples of the successful components of project management, including the statement of work, activity network diagram, critical path, risk, and responsibility matrix. Practice using these key tools in each project phase.



❖ **Quality Management Tools**

Participate in an overview of the continuous improvement cycle, including definitions of the significant concepts and principles of a quality work culture. Learn how teams use quality tools to solve workflow problems. Reduce costs, improve efficiency, and meet or exceed customer expectations.

❖ **Strategic Leadership and Decision Making**

Learn how to perform multiple scenario analyses. Practice strategy formulation. Gain strategic and critical thinking competence. Make sound decisions in today's fast-paced environment.

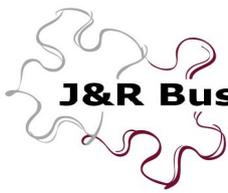
❖ **Managing Stress in the Workplace**

Recognize symptoms of stress in others and understand the effect of stress on employee behavior. Increase your ability to adapt to ongoing changes and demands; learn how to structure work environments to minimize stress. Move stress from a negative to a positive influence in yourself and your organization.

❖ **The Ethical Leader**

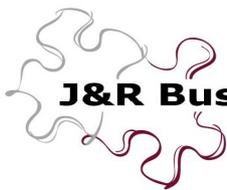
Recognize situations that produce ethical dilemmas. Anticipate potential issues and develop ethical behavior scenarios specific to your organization. Create an ethics management program for employees.





# Team Development & Team-Building





## Team Development and Teambuilding

The key to a team's success is the effort and commitment of each individual team member. These seminars are designed for team leaders who want to move their team(s) toward a higher level of performance, and for senior managers who want to achieve a competitive edge by making teamwork a systematic process across the organization. Let us help you create conditions that bring out the best in your team. In this age of global operations, every company needs to know "best practices" in managing diverse and virtual teams.

### ❖ **Cause Mapping – A Process Improvement Tool**

Apply the analytical tool proven to solve complex problems. Cause mapping draws the entire team into the process of describing a work flow problem, identifying basic cause and effect relationships, and visualizing effective solutions. This is an indispensable tool for leaders and managers.

### ❖ **Building Commitment to Change**

Organizational change can strengthen and improve performance; it requires skillful leadership. Garner authentic commitment to the new direction as quickly as possible by understanding the emotions that employees will experience during progressive stages of change. Recognize the self-defeating attitude and skillfully redirect it to overcome resistance. Keep organizational objectives on track in the face of change by building solid commitment from your team. Learn to create a climate that will accept and encourage changes.

### ❖ **Collaborative Conflict Resolution**

Differentiate between functional and dysfunctional conflict, and provide positive guidance toward a resolution, while retaining the goals of the organization. Practice a collaborative model for conflict transformation, encouraging creative options. Manage conflict that arises within teams. Assess your personal conflict management style and learn how to best influence positive outcomes.

### ❖ **Myers-Briggs Type Indicator: A Tool for Team-Building**

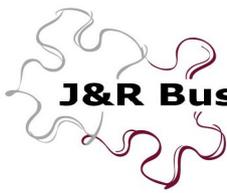
All team members complete a 95-question self-assessment which identifies individual preferences in a non-judgmental manner, resulting in a Myers-Briggs four-letter "type". Participants are then shown the many ways that diverse types work together productively.

### ❖ **Team Leadership Essentials**

Improve team performance by leading members to commit to success as opposed to competing with each other. Study the stages of team development and identify challenges that most teams encounter. Understand how to sustain team success through skillful leadership.

### ❖ **Team Performance: Boosting Project Management**

A team project simulation customized to your organization's program/project management process. Participants are placed into teams where they compete to build a product from conception to audit in a fast-paced environment. Coaching will emphasize cooperation between cross-functional team members and overcoming communication barriers. Customer service and satisfaction are measured via quality, cost, and timing. Exploit the competitive advantages inherent in teams and empower individuals to participate in teams more effectively.

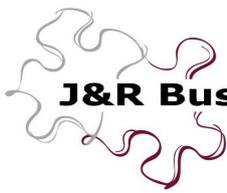


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# Personal & Professional Development





## Personal and Professional Development

Real-world challenges that people face in their jobs require new ways of thinking and interacting. A productive company is one that people like coming to; yet, globalization and increasing competition are the cause of increasing levels of stress in the work place. These seminars emphasize taking control of your life at work with a focus on accentuating the positive and managing the rapid pace of change. Participants learn how to manage competing priorities in ways that promote creativity and optimism.

### ❖ **Accentuate the Positive / Eliminate the Negative in the Workplace**

A positive work climate does not just happen. It takes awareness, appropriate strategies, and practice. Learn techniques to bring out the optimist in yourself and others. Determine the sources of negativity and how it spreads. Identify strategies for overcoming negativity and improving positive teamwork, problem solving, and productivity.

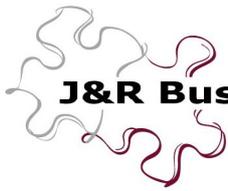
### ❖ **Great Expectations – A Lighthearted Look at Change**

Explore the different types of change and the impact of each. Evaluate your personal reaction to change. Examine strategies to manage through change without allowing creativity, problem solving, and energy levels to dissipate.

### ❖ **Managing Multiple Priorities – Have You Got the Time?**

Increase efficiency in scheduling and in prioritizing critical tasks and projects. Learn how to create a realistic, manageable task schedule. Leverage communication tools (phone, email, voice mail, text message, and instant message) to reduce interruptions and boost efficiency. Explore techniques to manage interruptions while maintaining good working relationships.



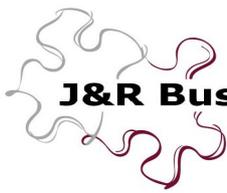


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# Selling, Influencing & Negotiating Skills





## Selling, Influencing and Negotiating

In a highly competitive environment, there is no substitute to communication skills whether with internal or external customers. The ability to connect with others, to get the message across, and influence others through win-win strategies is what differentiates successful and professional employees from others.

### ❖ **Clear Customer Communications – Selling and Influencing for Results**

Reinforces the crucial elements of a value-add strategy and mindset. Learn to sell without discounting price, and to deliver with effective teamwork within the organization. Experienced sales people target one or two areas to more effectively influence customer buy-in.

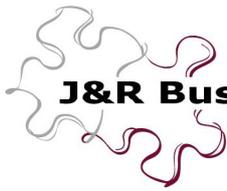
### ❖ **Customer Centered Selling Skills**

Practice effectively probing for customer needs in a conversational manner, rather than interrogating. Participants will learn to develop and influence the customer's needs so that the solution becomes the product. Strategies for building additional business based on the initial sale will be presented.

### ❖ **Negotiating Skills**

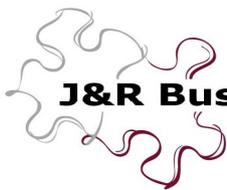
Recognizing negotiation opportunities, how to prepare for a negotiation, how to achieve a “win-win” outcome – these are skills required for success inside the organization, and when working with vendors and customers. Study the rules of negotiation, and learn techniques that will make your negotiations more effective.





# Computer Literacy & Information Systems Programs





## Computer Literacy and Information Systems

Personal success in today's world of global business enterprise means having a broad range of state-of-the-art software skills. Likewise, the people who power the global economy are behind-the-scenes computer information systems specialists and CIS management professionals who design, build, and implement specific software solutions. The demand for computer information systems professionals reaches out to virtually every industry. These seminars will positively impact your company's "bottom line" by developing a full range of computer competencies that closely align with your unique business objectives.

### ❖ Introduction to the World of IT (Information Technology)

Introduces basic terminologies, concepts, and principles that are related to information processing systems; Hardware, software, data storage, and the development of computer information systems are covered along with other related topics. Provides an introduction to hardware and operating systems concepts; Including an introduction to system board components, memory functions, the boot process, disk fundamentals, command line operations, evolution of the Windows family of operating systems, operating system structure, installation, system files, and management.

### ❖ Advanced Computer Architecture Workshop \*

Provides coverage of computer hardware in relation to the system: mechanical implementation, electrical implementation, and optical implementation; system capabilities regarding processor function, storage functions, and communications functions; and computer system design factors. Data representation is covered in-depth, including integer data, floating point notation, character data as well as data structures. Processor technology and architecture will be covered, as will system integration and performance through logical and physical I/O, device controllers, I/O processing, data and network communication technologies, networks and distributed systems, network architecture, and OSI network layers.

Continues the study of processor function and system design; Individuals will evaluate the performance of a given microprocessor using common benchmarks, analyze instruction sets in HLL, RISC, and CISC architectures, and expand their understanding of binary operations and related impact on ALU design. Individuals will research and compare performance and design factors in parallel, pipelined, and multiprocessor designs; analyze branch prediction impact on program design; and evaluate the effectiveness of hierarchical memory designs.

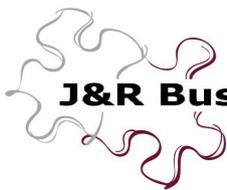
\* This course requires previous booking and planning due to availability of Project course basis instructors

### ❖ Introduction to Windows and Desktop Publishing

Provides individuals with hands-on experience in the basics of using the Windows XP or Windows Vista environment; The areas of exploration will include the Start button, task bar, My Computer, Windows Explorer, WritePad, Settings, Customizing Displays, Paint, and the use of shortcuts.

### ❖ Word Processing using MS Word

Introduces individuals to word processing software and applications; This will include demonstrating the ability to perform basic Windows operations commands and word processing commands, which include creating, saving, printing, formatting, editing, and retrieving documents.



❖ **Electronic Spreadsheets using MS Excel**

Introduces individuals to beginning electronic spreadsheet terminology, concepts, and applications; Individuals will gain the ability to enter/edit, save/retrieve files, format, and print spreadsheets and various reports.

❖ **Introduction to Database Applications and Administration (MS Access and SQL)**

Introduces beginning database terminology, concepts, and applications using a file management software program; Individuals will demonstrate an understanding of data hierarchy; the ability to design simple files, edit file content, print file content, and simple reports; and the ability to search and sort files and use pre-existing formulas. Exposes individuals to database administration and the duties of a database administrator to include: database monitoring, backup and recovery, troubleshooting, and tuning for reliability and performance

❖ **Database Management Using MS Access**

Expands on the concepts learned in the introductory course in database creation by introducing higher levels of database development and computer science concepts; Individuals will learn SQL in order to study the manipulation of a relational database such as Oracle.

❖ **Database Management Using SQL**

Expands on the concepts learned in the introductory course in database creation by introducing higher levels of database development and computer science concepts; Individuals will learn SQL in order to study the manipulation of a relational database such as Oracle.

❖ **Internet and the World Wide Web**

Covers the fundamentals of using the Internet; Topics include Internet terminology, connecting to the Internet, e-mail, netiquette, browsing and searching the World Wide Web, referencing material used in research papers, copyright considerations, downloading and installing software, and learning how to create a Web page.

❖ **Introduction to Social Media and Online Campaign**

This course is an introductory course to the usage of social media for spreading online information about your company. Part of the course will teach you how to choose an integrated online campaign (facebook, twitter, netlog, viral marketing, online banners, SEO, SEM)

❖ **Web Server Administration**

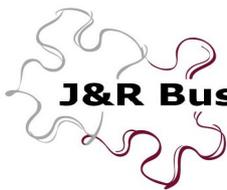
Provides individuals with the opportunity to administer a Web server; Issues such as selecting server hardware and software will be reviewed. This course will demonstrate how to control access to Web sites, setup e-mail aliases and related services. The procedures for the online marketing and e-commerce of Web sites will also be covered.

❖ **Introduction to Programming**

Introduces students to programming concepts such as logic and flow charting as well as some basic programming techniques.

❖ **JAVA Programming**

Provides first time programmers the opportunity to learn programming using Java; Introduction to Java is part of the Sun Microsystems Academic Partnership Program and is a Java Programmer Certification class. This overview course helps those understand the significance of the Java programming language.



### ❖ **HTML Programming**

Teaches individuals to use the Hypertext Mark-up Language (HTML) to create Web pages and sites; Topics will include: Web page and Web site design; common HTML programming techniques; proper and effective use of space, color and animation in Web pages; and emergent technology in the field.

### ❖ **ADVANCED HTML PROGRAMMING**

Continues exploring programming for the World Wide Web; Topics will include: Web site enhancement and redesign, XML, DHTML, and other related technologies.

### ❖ **VISUAL BASIC Programming**

Introduces object-oriented programming design using Visual BASIC.NET for Windows; Individuals will learn the tools and methods used to analyze real-life problems and develop programs that address those problems. BASIC language has been a long-standing standard for learning programming. Visual BASIC.NET builds on this tradition plus introduces students to the powerful tools of object-oriented programming that have fast become a standard in most Windows programming languages.

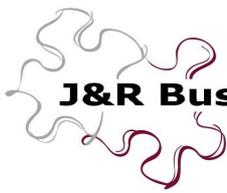
### ❖ **C++ PROGRAMMING**

Introduces program design and development using C++ language; Uses Microsoft Visual C++ to provide students with experience working with the visual development tools. Individuals who successfully complete this course will demonstrate the ability to use C++ to design solutions to problems.

### ❖ **RPG IV Language**

Introduces program design and development using the RPG IV language; Individuals will be able to analyze business problems and prepare program definitions as a basis for computerized solutions to those problems.



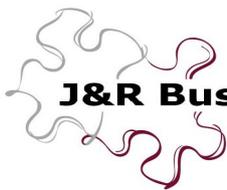


**J&R Business Consultancy** FZE

*Mission to Empower*

# Health & Hospital Administration Professional Development





## Health Services Administration

Health care is one of the leading high-growth occupations that spans from basic patient care to hospital administration and the management of related health maintenance benefits organizations. Thus, the requisite leadership skills required of effective managers in any corporate setting are also required of health care and hospital administrators. To be competitive, health organizations are expected to deliver quality service--24 hours a day--at minimal cost. The urgent nature of this work requires swift and sound decision making that entails consideration of legal, ethical, and international issues.

### ❖ Health Care Administration

Covers the basic principles of health care administration including planning, organizing, staffing, directing, and controlling; The emphasis will be on administration of hospitals, organizational structure, trustee responsibility, medical staff relationships, third-party payers, and fiscal management.

### ❖ Planning and Evaluation of Health Services

Researches and examines the steps to planning, implementing, and evaluating health services. Includes the development of measurable objectives and the compilation and presentation of a report

### ❖ Health Law and Ethics

Examines the current ethical issues in the health care system; Problems and conflicts posed by interpersonal, professional, and client relationships as well as business considerations will be discussed. Ethical issues explored may include right to live, right to die, transplants, informed consent, sterilization, abortion, and human experimentation.

### ❖ Health System Finance

Examines basic accounting principles and finance in health care settings; Considerations in budgetary preparation will be discussed.

### ❖ International Health Policy and Management

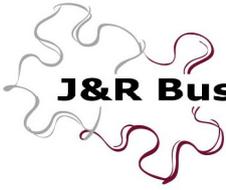
A framework for understanding national health reform policy and management issues in the U.S. and other nations, including industrialized, developing and transforming nations. This course combines classroom and on-line teaching.

### ❖ Seminar in Health Issues

Studies current health care issues such as managed care, health insurance, foreign health care systems, and the policies of health care

### ❖ Introduction to Health Information Technology

Examines what needs transforming in healthcare to improve value, safety and appropriateness of care, and what the role of IT is in that transformation. It also examines the challenges of cultural change and IT strategy in succeeding with clinical information projects. Differences between installation, implementation, transition and actual transformation are suggested, and methods for managing subcultures in healthcare (IT, clinical, administrative) are reviewed.

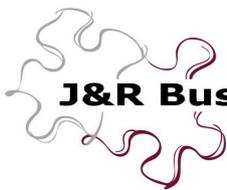


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# Project & Portfolio Management





## Project and Portfolio Management

In today's business world, *everyone* is called upon to do more with less. Employees are very likely to be managing more than one project concurrently. These seminars prepare an individual for immediate application of the knowledge, skills, tools, and techniques that are critical in the practice of project management. The philosophy as well as the set of methods learned in these seminars will enable employees to lead projects, while completing them on time and under budget. Moreover, this series of classes will prepare students for formal project management certification.

### ❖ **Managing Multiple Projects**

This course will provide you with the skills necessary to achieve success in multiple project management, including: monitoring the development of many projects while being able to give accurate progress reports, distributing and tracking shared resources over several projects, and classifying projects in a manner that will best harmonize with your organization's strategy.

### ❖ **Microsoft Project 2007 – Level I**

This course will provide you with the knowledge required to maximize the power of Microsoft Project 2007 in support of your project management needs. Course objectives include developing a project plan file and recording task data, generating a work breakdown structure by categorizing tasks and determining task associations, and allocating project resources. Experience with Microsoft Windows is necessary.

### ❖ **Microsoft Project 2007 – Level II**

This course imparts the skills necessary to effectively manage an existing project plan using Microsoft Project 2007. Trading project plan data with other programs, recycling on-hand project plan data, and generating tailored reports are among the concepts that you will learn. Microsoft Project 2007 Level I or a solid working knowledge of Microsoft Project 2007 is necessary.

### ❖ **Portfolio Management – Selecting and Evaluating Projects**

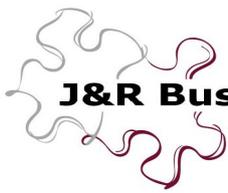
This course will provide you with the theories and means to be thorough and practical in determining which projects to approve when your organization is tasked with choosing some from among many. Techniques to regularly monitor and assess the long-term significance and results of those projects will also be discussed.

### ❖ **Project Management Fundamentals**

This is a working course designed to guide you through the multiple phases of preparation and management required to turn out a winning project. Statement of work, work breakdown structure, logic diagram, critical path, along with risk and change management are among the mainstay methods you will learn to employ throughout this course.

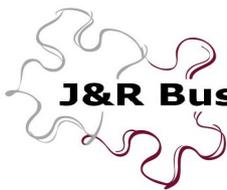
### ❖ **Preparation for the Project Management Professional (PMP) Examination**

PMP certification is globally renowned as a professional endorsement of expertise in the Project Management field. This course serves as an intensive preparation aid for students planning to take the PMP Examination. The Project Management Body of Knowledge (PMBOK) will be reviewed in full, as will sample test questions and techniques for test taking.



# Quality Tools & Methods





## Quality Tools and Methods

Drive improvement throughout *your* organization when employees at all levels master the fundamental Quality skills and advanced Quality tools critical to improving your company's processes. These activity-based seminars demonstrate the process and system approach, and use case studies and examples specific to your industry to help ensure increased revenue to your bottom line.

### ❖ **ISO 9001:2008: Implementing an Effective Quality System**

This course is intended to assist you in gaining substantial outcomes from your quality management system. Concentration is placed on recognizing and attending to your organization's key goals and challenges.

### ❖ **ISO/TS 16949 for Automotive Suppliers**

This course provides instruction on how to create the procedures and practices that are requisite of the ISO/TS 16949 specification while significantly enhancing your bottom line results.

### ❖ **ISO 13485 for the Healthcare Industry**

Using the IWA-1 document for applying ISO 9001:2008 to the healthcare industry as its foundation, this course concentrates on recognizing and attending to your organization's key goals and challenges, to aid you in bringing measureable enhancement to your bottom line.

### ❖ **Improving the Management of Education Using ISO 9001:2008**

Via the ASQ Z1.11-2002 guidance document, this course illustrates ways to devise and install a process based quality management system tailored for use within an educational system.

### ❖ **ISO/IEC 17025 Laboratory and Test Organizations**

Intended for organizations providing calibration or testing services to outside automotive organizations, this course offers instruction on how to devise and put into practice a laboratory management system that heightens the quality of your results and raises your bottom line.

### ❖ **Strategic Quality Management – Using QMS to Execute Your Business Strategy**

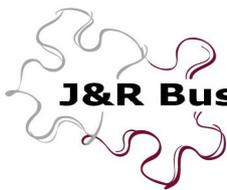
This course presents a methodology for using your quality management system as an auxiliary device to more effectively organize and implement your business plan and strategy.

### ❖ **ISO 9001:2008 Internal Quality System Auditing**

Learn how to properly prepare and carry out process-based audits to the ISO 9001:2008 quality system standards with this hands-on course.

### ❖ **ISO/TS 16949 Internal Quality System Auditing**

The applied coursework from this class will teach you how to properly prepare and carry out process based audits to the automotive ISO/TS 16949:2002 quality system specification.



❖ **Related Core Tools for Internal Auditors**

This course offers auditors a concrete grasp of the theories for the core tools (APQP, FMEA, MSA, PPAP, and SPC). Emphasis is placed on understanding how to audit the core tools in an automotive environment.

❖ **Business Operating Systems and Balanced Scorecards**

This course will show you how to incorporate your requisite quality management system monitoring process into a business operating system that attends to customer requirements and provides a methodology for teaming existing operations with your strategic plan.

❖ **Process Mapping and Documentation Development**

This course focuses on teaching you how to recognize your fundamental business processes and their classification, relations and key inputs, outputs and controls. Subsequently, you will learn how to use Microsoft Word and Visio to describe and document those processes.

❖ **Benchmarking**

This hands-on course will give you a leg-up on the competition by teaching you how to use benchmarking to place your organization into a continual cycle of performance improvement.

❖ **Advanced Product Quality Planning, 2nd Edition**

Learn how to employ the APQP process as an invaluable tool for achieving and sustaining competitive advantage with this comprehensive course.

❖ **Process Failure Mode and Effects Analysis, 4th Edition**

This course will show you how to use Process FMEAs to find and deal with problems before they become rooted into your process.

❖ **Design Failure Mode and Effects Analysis, 4th Edition**

This course will show you how to use Design FMEAs to recognize and manage problems before they become ingrained into your product.

❖ **Measurement Systems Analysis**

This course comprehensively spells out MSA theories and shows you how to conduct attribute and variable gage studies using the appropriate methods.

❖ **Statistical Process Control**

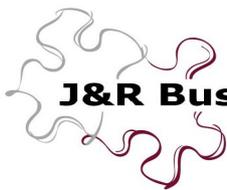
This course will cover the fundamental theories that are key for comprehending SPC and show you how to develop and monitor control charts by demonstrating the appropriate techniques, including performing calculations using Minitab and Microsoft Excel.

❖ **Production Part Approval Process**

This course will discuss the basic requirements of PPAP and their applicability as well as how to be compliant. Relationships between PPAP and ISO/TS 16949, APQP, SPC, FMEA, and MSA will also be discussed.

❖ **Six Sigma - (Executive, Champion, Green Belt, Black Belt)**

Six Sigma is a disciplined, data-driven approach and methodology for eliminating defects (driving toward six standard deviations between the mean and the nearest specification limit) in any process -- from manufacturing to transactional, and from product to services



## Biographies

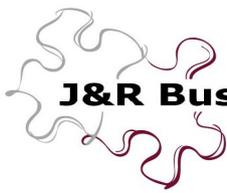
### **Grèce Chami-Sather Ed.D.**

Grèce Chami-Sather is a consultant with J&R Business Consultancy. Grèce holds a B.A in Psychology, M.A in Education Psychology, Teaching Diploma in Elementary Education and a Doctorate (Ed. D) in Curriculum and Instruction with an emphasis on TESL and Early Childhood Education.

For the last 25 years, Grèce has practiced teaching in seven countries all across the curriculum starting from early childhood in Lebanon and Oman to Greece, Canada and finally the USA where she established the Center for Teaching Arabic within the Romantic Languages Department at the University of Cincinnati. She moved to the UAE and taught for two years at the UAE University. She worked as an educational consultant for CBEX at Zayed University and Sharjah Education Zone. She trains young teachers and promote centers of literacy involving parental involvement in their children's education.

Grèce is an accomplished pianist with a piano teaching Diploma from Trinity College of Music in London. She also holds a Black belt, first Dan in Taekwondo and believes in "education starting at the foundation" and providing a balanced diet of liberal arts education for all the children in the world.

Her teaching philosophy bridges between home and school with an inclination towards a Reggio Emilia early childhood approach in a Vygotskian social world. As a counselor, she also believes in multiple intelligences and individual differences and the potential to develop nations to their maximum potential to suit the demands of the future markets.



## **Kelly Smith**

Kelly is an experienced Procurement Manager with a track record of managing the implementation of leading practice purchasing strategies such as the introduction of Preferred Supplier Lists and assist in the compliance of these. Kelly is a determined individual with strong interpersonal and negotiation skills who has been responsible for establishing and maintaining best purchasing practices within complex changing business environments.

Kelly is known to possess a flexible character with excellent organizational, interpersonal and communicational skills. She possesses a high degree of motivation and initiative with a track record of delivering to demanding timescales and responding well to pressure situations.

### **Key Skills**

- Developing Procurement Strategies
- Procurement Diagnostics
- Redesign and implementation of improved Procurement Processes
- Supplier and third party engagement (including contract negotiation, service level agreements, commercial matters)
- Stakeholder Relationship Management

### **Qualifications and Memberships**

- Member of the Chartered Institute of Purchasing and Supply
- Diploma - Chartered Institute of Purchasing and Supply
- NVQ Level 3 Business Administration
- NVQ Level 2 Distribution and Warehousing
- Chartered Institute of Purchasing and Supply - Creative Negotiation

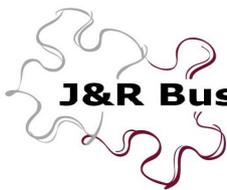
### **Professional Experience**

#### **Xchanging Procurement Services**

As Purchasing Manager, Kelly worked on 3 client accounts including a Global Health and Beauty Company, International Finance Services organization and a global pure play Business Processor Company.

Her experience entailed managing noncore spend that had been outsourced, identifying weaknesses in current processes, and designing and implementing process changes.

She also worked with stakeholders to identify solutions to their purchasing requirements and tender to suitable suppliers to ensure they receive the best total value.



Processing compliance, educating and encouraging stakeholders on processes in addition to networking within the businesses and identifying key stakeholders were a few of Kelly's strengths. She was excellent in building and maintaining relationships.

### **John Fenton Training Ltd**

At John Fenton Training Ltd, Kelly had the responsibility to reassess current processes and identifying changes that needed to be carried out. She also assisted in the company gaining ISO 9001 and Investors in People.

Regarding Inventory Management, Kelly ensured stock was accounted for and ensured minimum stock levels.

### **Supply Chain Logistician – HM Forces – Royal Navy**

Kelly's vital role was making sure a ship has everything it needs from the moment it leaves the naval base to the next time in port – which could be weeks, or even months, away.

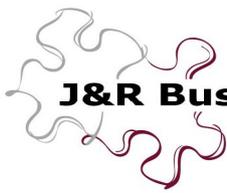
Kelly devised and maintained a stock accounting system to improve the visibility of stock held within Headquarters, Kosovo.

Kelly received a recommendation from a Senior Naval Officer for her duties.

Kelly's responsibilities included:

- Ordering, managing and distributing millions of pounds' worth of equipment from gas turbine engines to ammunition, medicine to stationery.
- Ensuring that storerooms are kept organised to ensure items can be located at a moment's notice and keep careful records of items that have been brought on board.
- Working closely with colleagues on shore or in other ships to acquire items urgently required both quickly and efficiently, even in the middle of the Ocean.
- Produced Customs and Excise certificates for items being transported from one country to another and liaised with border agencies to ensure security.
- Supervised and trained staff in the required processes for Warehousing and Logistics.

Whilst in Kosovo, Kelly supervised and trained staff of different nationalities and liaised with outside agencies to improve standards of service.



## **Lama A. Makarem**

Lama's expertise lies in providing exclusive business seminars and training sessions, tailored to fit and fulfill clients' specific professional needs.

Lama has an intensive and extensive background. The width and depth of her nine years of teaching and training experience is evident in the various contemporary and advanced business topics that she had taught and trained on in the USA and the UAE. Her classes have ranged from Total Quality Management (TQM), to Marketing Mastery, Strategic Leadership, Organizational Behaviors (OB), and Business Ethics among many others.

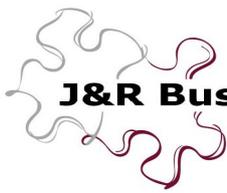
Currently, Lama's expertise is being dedicated mostly to the automotive industry, specifically Land Rover, Jaguar, and Honda, in addition to Castrol Oil, offering a series of training and brand technology programs throughout the GCC and MENA Regions.

Lama is currently pursuing her Ph.D. in Business Leadership with Capella University in the USA. With distinction, Lama has graduated with an MBA in Management and Finance from Wayne State University, one of the leading universities in Michigan USA, and then she accepted a managerial position at a Furniture company to embark finally on a more rewarding profession, teaching adults to enhance their skills and position at their current place of work.

Lama's teaching and training uniqueness derives from the way her classes were offered and staged. Lama's students' caliber was that of professional people looking for advancement by pursuing their associate's, bachelors or master's degrees conveniently on site. Her clients were mostly from the automotive industry, for which Michigan is known as the Big Three host; Ford, GM and Daimler Chrysler. In addition to that, her students also came from other big companies such as General Dynamics Land Systems (Defense Industry) and the health care provider, Blue Cross Blue Shields of Michigan (Health Care Industry).

Lama has received impressive recommendations not only from her own bosses, colleagues and people she has worked with, but also from supervisors and managers who attended her classes and seminars whether in the US or the UAE. Her technical skills, rich knowledge along with her motivational and interpersonal skills give her classes a unique approach that exceeds expectations.

Lama has a dual citizenship; American as well as Lebanese, thus giving her the privilege of being exposed to both western and Middle-Eastern cultures and consequently being fluent in both languages; English and Arabic.



## **Roula Ezzeddine**

An ambitious, self-motivated, energetic, organized, results-oriented, and creative individual, Roula Ezzeddine always seeks challenging projects to work with, capitalizing on her interpersonal, leadership and communication skills.

Roula's Academic Qualifications include a Masters in Education Technology Degree from the University of Southern Queensland (USQ), Australia, a Bachelor of Fine Arts in Visual Communications from the American University in Dubai (AUD), UAE with concentration in Graphic Design, an AA in Advertising from the Lebanese American University (LAU), Lebanon, and a Diploma in ICDL-International Computer Driving License (ICDL).

Roula has extensive work experience in various fields of corporate communications from client and agency's side varying from offline to online projects inclusive of artwork and publications' production, account management, social media and network, public relations, events coordination, public speaking, and branding.

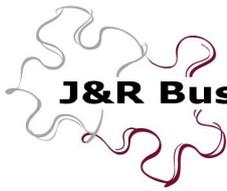
As a Group Account Director for PV Tribal DDB, one of the worldwide digital advertising agencies based between Dubai and Lebanon and a part of the Dubai-based Diwane Group, Roula managed online campaigns for major international brands and clients.

At a UAE based gulf and internationally known company of the Chalhoub Group, and at their international alliance advertising and public relations agency EURO RSCG, Roula acted as their Senior PR Consultant handling their corporate and consumer clients within UAE and Oman.

As a sales consultant for one of the major computer systems companies in Dubai, Roula has marketing experience in ERP Solutions through the EQUAL software selling to various Business sectors.

As Head of PR & Media Consultancy, Roula was in charge of organizing and managing media plans, communicating with clients, keeping on-going and satisfactory business relations between both parties.

In the educational field, Roula also holds extensive experience both on a secondary and post-secondary level. At the International School of Arts & Sciences (ISAS), Roula introduced the new school's American curriculum and Digital Educational Environment to parents and students and assisted in various departments within the school.

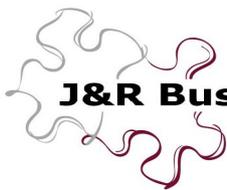


As a Graphic Designer ~ PR & Events from 2000-2007, at the Higher Colleges of Technology (HCT), Roula designed all kinds of HCT publications.

At Team Young & Rubicam, as a Graphic Designer, Roula designed various international products, corporate identities, Dubai Summer Festival (Flower Festival) advertising items, various packages, and different commercial scripts.

Roula is also a Freelancer for various Clients such as : Al Sada Magazine, Quadralwan Printing Press (QPP), Al Bustan Rotana, Danisco®, Layout ME, BlueNile Translation, Cre-action, Environmental Agency - Abu Dhabi (ERWDA), Global Assistance, Wedding Photographer, Top Exhibitions, Options Advertising, ITP etc. Producing various corporate identities, certificates, logos, advertisement, invitations, signage system, posters, flyers, brochures, covers, voice-overs, books, reports, calendars, diaries, photographs, videos, translations etc. has also been one of Roula's passions.

Last but not least, Roula enjoys a wonderful life here in the UAE and her hobbies include: singing, swimming, and reading, brainteasers, camping, Photo/Video shooting, acting, dancing and piano.



## AjayKumar

Ajay Kumar is a Post-graduate engineering degree holder and a **PMP, PMI-RMP, ITIL V3/V2, CoBIT, CISSP, CISA, CISM** certified management consultant currently working on a business process re-engineering (BPR) engagement with the Department of Municipal Affairs Abu Dhabi.

During this assignment; he is developing a “reformed” working PMO for handling a 1.9 Billion AED portfolio for the Abu Dhabi and Al Ain Municipality. This is an end to end reformation and deployment including:

- *PMO processes for end-to-end Project / Program and Portfolio management*
- *Standard Operating Procedures;*
- *Authority Matrices – RACI; Templates / Guidelines / Forms ;*
- *Training*
- *Development of the new "reformed" PMO operating model (Charter, Organisational Structure)*

Besides this, he has several years of experience in program and project management in small and large organizations; He has delivered results for clients such as Dubai Airports Company, Department of Civil Aviation and Dubai Customs. Skilled at crisis management, risk management and compliance, he has in-depth technical knowledge, experience in integrating leading-edge technologies and managing business critical projects where his involvement can help make a difference.

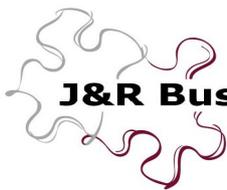
His project management experience in the UAE also involves coordinating and managing a Reform & Modernization Program and a Federal Level VAT Tax Implementation for Dubai Customs and an Enterprise Class IT Infrastructure Installation Project. – Dubai Airport Terminal 3 as a contractor for the Department of Civil Aviation, Government of Dubai

He possesses industry-leading certifications in Project / Program governance, Strategy development and Information Assurance

### Key Skills

- Project governance Skills that :

- ❖ Reduce Project risks. (Viz. Cost / Schedule Overruns)
- ❖ Enable clear policy development and promote good practices for Project management



- ❖ Manage compliance to established project management frameworks and methodologies
- ❖ Help achieve greater trust in and significant value from business critical projects
  
- Identify, assess, and recommend policies and standards for use within the program; ensure recommended policies and standards are in compliance with the UAE Government mandates
- Assessing feasibility, analyze Business, IT, HR and Change Management requirements, and compute ROIs (intangible benefits estimation) for Projects
- Communication with stakeholders in providing accurate reporting regarding Project Audit Findings, Material Findings, Non-Compliance, Program Progress, Status and Costs

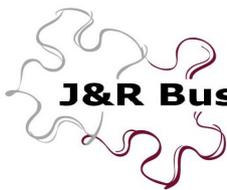
### Qualifications and Memberships

- 2003 – Bachelor of Engineering (B.Eng) – Mechanical Engineering
- 2005 – Master of Technology (M.Tech) – Robotics / Mechatronics
- 2008 – Project Management Professional (PMP)
- 2008 – Information Technology Infrastructure Library (ITIL) V3 Foundations
- 2009 – Certified Information Systems Auditor (CISA)
- 2009 – Certified Information Systems Security Professional (CISSP)
- 2009 – Project Risk Management Professional (PMI – RMP)
- 2009 – Certified Secure Systems Lifecycle professional (CSSLP)
- 2010 – Control Objectives for IT and related Technologies (CoBIT v4.1)
- 2010 – Certified Information Systems Manager
- 2010 – ITIL Service Manager (V2)
- Memberships:
  - Project Management Institute (PMI)
  - American Society for Quality (ASQ)
  - Information Systems Audit and Control Association (ISACA)
  - International Information Systems Security Certification Consortium (ISC2)
  - Electronic Frontier Foundation (EFF)

### Professional Experience

Department of Municipal Affairs, Government of Abu Dhabi | Subject Matter Expert

SME for the Business Process Re-engineering Program at Department of Municipal Affairs – AUH | Process Maturity Assessment | PMO Setup | Project, Portfolio, Program Management - Process Definition | Business Process Analysis | Process Re-engineering | Process Management | ARIS Business Modelling | Change Management | Process Training | Process Support | Client Interaction



### Dubai Customs, Government of Dubai | Project Lead / Program Coordinator

Program Coordinator for the Declaration Processing Program at Dubai Customs | Reform and Modernization | Initiative Manager for the “Paperless” Project | Program Management | Risk Management | Stakeholder Management | SDLC | Waterfall | Agile | Prototyping | RAD | PMI | ITIL | ISO 20K | ISMS 27K1 | CoBIT v4.1 | Dubai Government Excellence Program Audits (DGEP) | ISO 20K & ISMS 27K1 Audits | HP Project and Portfolio Management (HP PPM®) | MS EPM® | MS Project®

### Emirates Computers LLC | Project Analyst

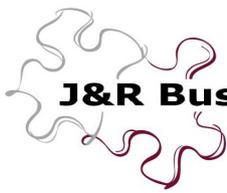
Project Analyst at Emirates Computers for Dubai International Airport T3 | Specialized Airport Systems (SAS) Implementation | Computer Network Equipment (CNE) | Wireless Data Network (WDN) | Infrastructure Commissioning | Resource Coordination | Project Management | Stakeholder Management | IT Help Desk Setup | SPOC | Incident Management | Issue Management | ORAT (Operational Readiness Acceptance Testing) | Network Configuration

### Unique Computer Systems | Project Coordinator

Project Coordinator at UCS | Web projects | PDA | Windows® Mobile 5 | Project Management | Status Reporting | MS SharePoint® Portal – Project Health | Cost Performance KPIs | Gap Analysis | Business Requirements Document (BRD) | Functional Specifications | User Manual | Guides | Technical write-ups | Project Administration | Quotations | Invoices | Billing | negotiations | Client meetings | Product Demos | Project Handovers | MS Project® 2003

### Yalamanchili Consultancy Services | Project Coordinator

Coordinated and managed the ATM Support Team for a period of 1½ years | Downtime management | Availability Management | Change Requests | Smart Card Technologies | EMV standards | On-line / Off-Line transacting | Card authentication / verification methods | Credit / Smart card data securing | Key Exchange | Encryption algorithms | Public and Private Key Encryption | Digital Certificate Technologies



## **Samir Makarem**

Samir's expertise lies in providing exclusive business seminars and training sessions tailored to fit and fulfill client's specific professional needs.

Samir's 16 years of experience in teaching, consultancy and training is evident in the various contemporary and advanced business topics that he taught over the years in the USA and the UAE.

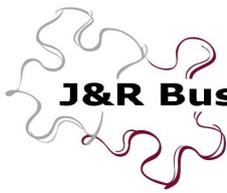
With distinction, Samir has graduated with a Masters Degree in Economics (Monetary Economics) from Wayne State University, one of the leading universities in Michigan, USA. Upon graduation, Samir had accepted an administrative position as a program coordinator/supervisor at Baker College Corporate Services in Michigan, in charge of the educational programs offered by Baker College at nine major automotive plants, health as well as defense corporations. Along with his administrative job, Samir has kept up with his teaching, training and consultancy career to enhance professional people's skills and positions at their jobs.

Samir has received excellent recommendations not only from supervisors, directors, deans, and colleagues, but also from students and managers who attended his classes and seminars. Samir's technical skills, rich knowledge along with his motivational and interpersonal skills give his training and consultancy classes a unique approach.

Samir has a dual citizenship. Being born to an American mother and a Lebanese father has given him the privilege of having been exposed to both western and Middle-Eastern cultures extensively and consequently being fluent in both languages; English and Arabic.

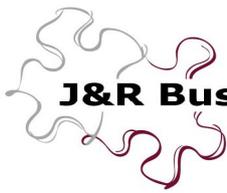
Samir has moved to the UAE in October 2005. His experience in the UAE has been along the same lines, mostly teaching, consulting, and training for well known institutions; Zayed University, The American University in Dubai, The Higher Colleges of Technology, UAE University, The Khalifa Fund, Potential, Emirates National Bank, Mashrek Bank, UAE Central Bank, EC Harris, Abu Dhabi Media Company, and the Al Ain and Abu Dhabi Municipalities.

In 2008, Samir, along with his wife Lama, founded their own business consultancy company "**J&R Business Consultancy**" in the UAE, offering consultancy services to various business entities and delivering training programs to a range of industries, mainly the education, automotive and banking sectors.



Samir is a highly qualified consultant since he possesses the combination of interpersonal as well as technical and conceptual skills to meet or exceed the expectations of such a role. One of Samir's strongest areas is his communication skills. Samir works very effectively with people capitalizing on their strengths. He is able to create an environment where people feel valued so they're motivated to give their best.

Finally, in a world where nothing is constant but change, the challenge is to keep up with this change and keep an open mind ready for the challenge through committed training and orientation. For Samir, gaining this competitive edge is not hard at all, simply because he believes in peoples' potentials. His advice is "Never underestimate your own nor your employees' potentials." Samir's mission is to **Empower People** through **J & R Business Consultancy** FZE.



## Clients

**J&R Business Consultancy** FZE is proud to have offered its business consultancy and training services to loyal clients not only in the UAE but across the entire MENA Region (Middle East and North Africa Region).

**J&R Business Consultancy** FZE thanks all its clients for their continuous trust and patronage.

Here is a list of the countries that **J&R Business Consultancy** FZE has been successfully rendering its services across:

Algeria, Bahrain, Egypt, Iraq, Jordan, KSA, Kuwait, Lebanon, Morocco, Oman, Pakistan, Qatar, Syria, Tunis, UAE, UK, USA, Yemen

### Algeria

RANGE  
ROVER



### Iraq

RANGE  
ROVER



### Azerbaijan

RANGE  
ROVER



### Jordan

RANGE  
ROVER



### Bahrain

RANGE  
ROVER



JAGUAR



JAGUAR



### Kingdome of Saudi Arabia

RANGE  
ROVER



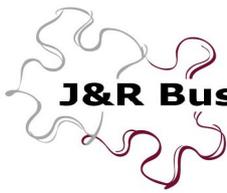
### Egypt

RANGE  
ROVER



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*Johnson & Johnson*



### Kuwait

RANGE  
ROVER



### Qatar

RANGE  
ROVER



### Lebanon

RANGE  
ROVER



### Syria

RANGE  
ROVER



### Morocco

RANGE  
ROVER



### United Kingdom

RANGE  
ROVER



### Oman

RANGE  
ROVER



### United States

RANGE  
ROVER



### Pakistan

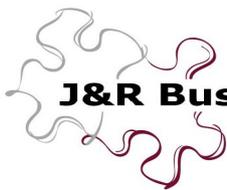
RANGE  
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### Yemen

RANGE  
ROVER





**J&R Business Consultancy** FZE  
*Mission to Empower*

## United Arab Emirates

**RANGE  
ROVER**



**JAGUAR**



**CBex**  
Center For Business Excellence

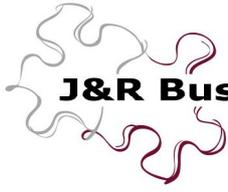


**البنوك الصغيرة والمتوسطة**  
 صندوق خليفة لدعم وتطوير المشاريع الصغيرة والمتوسطة  
 Khalifa Fund to Support and Develop  
 Small & Medium Enterprises



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**J&R Business Consultancy** FZE

*Mission to Empower*

*Emirate of Abu Dhabi*  
Department of Municipal Affairs



إمارة أبوظبي  
دائرة الشؤون البلدية

مشاكة  
MUHARAKA  
Excellence through knowledge المعرفة صلتنا للتفكير

*Emirate of Abu Dhabi*  
Department of Municipal Affairs  
Al Ain City Municipality



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دائرة الشؤون البلدية  
بلدية مدينة العين