Training
& Consulting

Re-engineering Organizational DNA

GENOME
training & consulting

Genome Training & Consulting

Welcome to our company profile! We are a diverse and innovative company that strives to make a positive impact on the world through our various endeavors.

Re-engineering Organizational DNA

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ABOUT US

Who We Are

Genome is the full sequence, the genetic material that makes each one of us a unique individual, which is exactly the way organizations ought to be defined. The Genome Development Unit is a specialized entity that focuses on providing comprehensive services and solutions for the development and humanitarian aid sectors. We bring clients the best products and methodologies in order to assist them in the creation, definition, and implementation of projects and programs that complement their vision, their DNA.

What We Do

At Genome Training and Consulting, we value our clients and seek to provide them with the highest quality services and comprehensive support. With our headquarters in Amman, Jordan, we also seek to ensure that all clients and professionals have access to international standards and best practices. Therefore, our mission is to provide these standards and best practices in a localized context and language.

What Makes Us Unique

delivering a training course or a consulting assignment or running a project , we aim to meet and exceed our clients' expectations.

WHO WE ARE

>> EXPERTISE

Our international team comes from diverse backgrounds with experience in the business, NGO, and governmental sectors. We use this diversity and knowledge to create a unique and innovative curriculum of training and consulting services to fit the needs of any organization or individual.

>> EXPOSURE

Our experience in MENA region is extensive, but it is our exposure that makes us unique. Our team also has worked in a variety of sectors, countries, and organizations which provides additional knowledge and understanding of how to maneuver through complex and constantly evolving environments.

WHO WE ARE

>> EXPERIENCE

Capacity Building:

Genome offers a range of capacity-building services that can help organizations improve their performance and achieve their goals. Our team of experienced professionals works closely with our clients to identify their specific needs and develop customized capacity-building programs that can help them overcome any challenges they may be facing. Whether it's through training programs, mentorship, or other initiatives, we are committed to helping our clients build the skills and knowledge they need to succeed.

Development and Humanitarian Aid Unit:

Genome team has considerable experience working with a variety of organizations. From local CBOs to INGOs, the team has successfully navigated the various environments in order to deliver successful results. Our expertise is in the MENA region, and we offer services in both English and Arabic languages.

WHO WE ARE

Health Care Education and Training:

At Genome, we recognize the importance of healthcare education and training. We are committed to providing high-quality education and training programs for healthcare professionals that can help improve patient outcomes and enhance the overall quality of healthcare. Our team of experienced healthcare professionals works tirelessly to create comprehensive and engaging educational materials that can help healthcare professionals stay up-to-date with the latest advancements in their field.

Startups, Human-Centric Design, and Social Entrepreneurship:

As a company, we are passionate about supporting startups, human-centric design, and social entrepreneurship. We believe that these areas have the power to create positive change in the world, and we are committed to providing the necessary resources and support to help them succeed.

We work closely with startups to help them bring their ideas to life, and we offer a wide range of services that can help them grow and scale their businesses. Our human-centric design approach ensures that all our projects are centered around the needs and experiences of our users and that social entrepreneurship is geared towards making a positive impact on society.

ABOUT GENOME

Genome is the full sequence, the genetic material that makes each one of us unique individuals, which is exactly the way organizations should be defined.

Genome Training and Consulting is a boutique training and consulting firm that offers premium services and solutions.

We bring clients the best products and methodologies to assist them in the creation, definition and implementation of projects and programs that complement their vision and DNA.

MISSION AND VALUES

Through the use of best practices, workable knowledge, state of the art methodologies, products and services, Genome Training and Consulting aims to provide the best solutions to clients, tailored to the needs of each organization or individual.

From its inception, Genome Training and Consulting has aspired to provide companies and organizations with the knowledge and tools necessary to become successful in a fast paced and constantly evolving environment.

Our international team comes from diverse backgrounds with experience in the business, NGO, and governmental sectors. We use this diversity and knowledge to create unique and innovative training and consulting services that fit the needs of any company, organization, or individual.

OUR SENIOR MANAGEMENT

Genome has created a proven methodology for providing clients with optimal training services. Using a multitude of interactive training techniques, Genome's trainers accommodate all learning styles and make training fun.

The combination of International exposure with a unique perspective multi-sector experience provides Genome a unique perspective on the needs of organizations and how to best approach issues to provide the most sustainable and cost-effective solutions.

Our trainers are from all over the world, and we can provide training services in many languages including English, Arabic, French and Spanish.

" You are your greatest asset.
Put your time, effort, and money into training, grooming, and encouraging your greatest asset.

Tom Hopkins

SERVICES

Training

Coaching

Consulting

Research, Monitoring & Evaluation

Copywriting Translation Writing & Editing

Capacity Building

TRAINING METHODOLOGY AND EXPERIENCE

Genome Training and Consulting is dedicated to providing clients with the highest quality products at an affordable price. We carefully select and create curriculums and courses based upon the latest innovations and methodologies.

Training

Genome Training and Consulting sets itself apart from other organizations in the region is through the customization of courses. We recognize that the "one size fits all" approach to training does not provide the client with the information and tools that best fits their needs.

Genome Training and Consulting offers customized training courses specifically designed to meet the needs of each client.

WHAT SETS GENOME APART?

>> HYBRID LEARNING

Genome combines several tools to ensure that the learning environment is optimal. We offer traditional classroom training as well as online, self paced, live online and blended programs.

>> HYPERCARE

Genome offers 6 months of follow-up services and additional support services to clients with the hopes of helping organizations achieve their desired " DNA " because the real change starts after the completion of the training.

>> EXPOSURE

The team at Genome is international in heritage and highly experienced. We have experts from the Middle East, Europe, Asia, and the United States who have worked all over the world.

>> METHODOLOGY

We are practitioners 1st and trainers and consultants 2nd. Our training methodology is unique because it is rooted in practicality where we use a variety of tools & techniques to engage participants and ensure learning and retention.
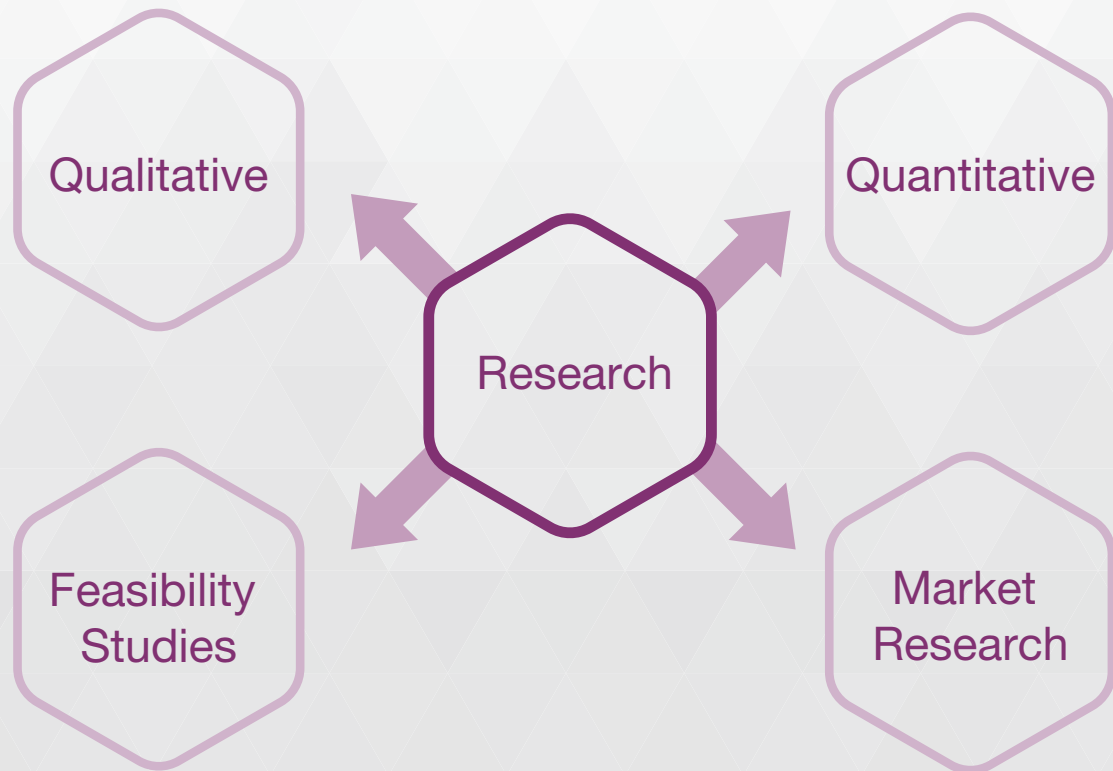
RESEARCH, MONITORING, AND EVALUATION SERVICES

From fieldwork to market research, Genome provides a full spectrum of research services. Each of our team members has postgraduate degrees from universities in Europe or the United States.

We have successfully completed multiple projects for a diverse range of clients across the globe. Our services have included:

- Therd-party monitoring and evaluation
- The development of M&E frameworks, policies, and procedures
- Customized training programs.

We are dedicated to delivering high-quality services that meet the unique needs of each of our clients.

Our team of experts is committed to providing exceptional support throughout every step of the project, ensuring that our clients receive the best possible results.

Qualitative

Quantitative

Research

Feasibility Studies

Market Research

SPECIFIC RESEARCH SKILLS/ KNOWLEDGE AREAS

Quantitative

- Large sample data collection and analyses
- Survey Design: Web Based and Traditional (sample determination, construct measurement, results compilation, analyses using statistics programs – SPSS)
- Desktop/Online Research Tools and Techniques
- Data Analysis and Interpretation
- SPSS System Knowledge

Qualitative

- Focus Groups, Interviews, and Participatory Data Collection Methods
- Grounded Theory
- Thematic Analysis
- Case Study Development and Analysis
- Ethnography
- Humanities Research Techniques and Development
- NVivo System Knowledge

CONSULTING SERVICES

Genome's team of consultants are well-seasoned veterans, capable of working in complex and rapidly evolving environments, providing optimal and efficient results for clients.

We have the ability to implement consulting projects in English and in Arabic.

At Genome, we pride ourselves on our expertise in delivering top-notch consulting services in the management field on a regional basis. Our team of experienced consultants has a wealth of knowledge and practical experience in a range of industries, enabling us to provide customized solutions that meet the unique needs of each of our clients.

We understand that effective management is critical to the success of any organization and we are committed to helping our clients achieve their goals by providing expert advice and guidance. Whether our clients are seeking to improve their overall performance, streamline their operations, or expand into new markets, we work closely with them to develop tailored solutions that deliver tangible results.

Our approach is centered around collaboration and partnership. We believe that the best outcomes are achieved when we work closely with our clients, leveraging their expertise and insights to develop solutions that are aligned with their strategic objectives. We pride ourselves on our ability to build strong, lasting relationships with our clients, and our track record of success is a testament to our commitment to excellence

OUR PARTNERS

Our clients hail from different industries and countries. We are here listing some of them

OUR CLIENTS

" Teamwork is the ability to work together toward a common vision. The ability to direct individual accomplishments toward organizational objectives. It is the fuel that allows common people to attain uncommon results.

Andrew Carnegie

Genome Training and Consulting works with strategic partners, regionally and around the world. Our partners bring unique skills, knowledge, and the spirit of teamwork that helps to provide clients with the best solutions to fit their needs.

INTERNATIONAL ORGANIZATIONS

- ACTED
- ADAM Smith International
- Australian Volunteers International
- Blumont
- BMZ
- CARE
- Caritas
- Catholic Relief Services
- Danish Refugee Council
- Expertise – France
- FHI 360
- GIZ
- GOAL
- Habitat
- ICRC
- IFES
- IMC
- International Relief
- IOM
- IRC
- IREX
- Islamic Relief
- Mercy Corps
- Save the Children (International)
- UNDP
- UNRWA
- USAID
- World Vision

GOVERMANTAL SECTOR

- Jordan Food & Drug Administration
- King Salman Humanitarian Aid and Relief Center (KSA)
- Ministry of Health (Jordan)
- Ministry of Labor & Social Development (KSA)
- Ministry of Municipalities (Jordan)
- Tax Return Department (Jordan)

BUSINESS SECTOR

- Asia Cell (Iraq)
- Ayla
- Bank El Etihad
- BioPharm (Algeria)
- ELM (KSA)
- Imseeh
- MS Pharma
- National Paints
- Numeira
- Olayan Group (KSA)
- Petra National Trust (PNT)
- PWC
- RAM Pharma
- Red Sea Development
- Riyad Bank
- Saraya Holdings
- Shawkat AlShami
- Silvertech Middle East (UAE)
- STC (KSA)
- Tabouk Pharmaceuticals
- Tenaga (Malaysia)
- United Pharmaceuticals
- Zain

CBO'S & NGO'S

- Badia Fund
- Big Heart (Turkey)
- Creativity Club
- Inzaj
- JOHUD
- Jordan River Foundation
- King Hussein Cancer Center
- King Hussein Cancer Foundation
- Madrasati
- Mercy Without Limits (Turkey)
- Nuqul Foundation
- Numeira
- PSP (USAID) Qantara
- Queen Rania Center for Entrepreneurship
- Queen Rania Foundation (QRF)
- Royal Society for the Conservation of Nature
- RUWWAD
- Ruwwad Micro Venture
- SABEQ (USAID)
- Saraya Holdings
- Shawkat AlShami
- Shoman Foundation
- Taghyeer

Clients

OTHERS

- Arab Women Legal Network
- Auranitis Lifeline (Syria)
- Friedrich Naumann Foundation
- Jordan Export Association
- Jordan Medical Council
- King Abdullah II Fund For Development
- Kuwait Red Crescent
- LINGOs (USA) Now Humentum
- PM4NGOs (Partner)
- PMI-Jordan Chapter
- RAF - THANI (Qatar)
- OTHERS - CONFIDENTIAL

PORTFOLIO OF SERVICES

Creation of Customized Training Courses

Monitoring and Evaluation

Feasibility Studies

Social Entrepreneurship & Human Centric Design

Media Training & Strategy

Project and Program Management

Organizational Sustainability And Strategic Planning

Start-Ups

TRAINING PORTFOLIO GENERAL AND BEHAVIORAL

Certification Courses

- PMP® (Project Management Professional)
- CAPM® (Certi ed Associate Project Management)
- PMP® (Project Management Professional)
- CAPM® (Certified Associate Project Management)
- RMP® (Risk Management Professional)
- PMI-ACP® (PMI Agile Certified Practitioner)
- Certified International Supply Chain Professional (CISCP, Level 1)
- Certified International Supply Chain Manager (CISCM, Level 2)
- Certified International Supply Chain Consultant (CISCC, Level 3)
- QHSE Training Certification Course
- Lean Six Sigma Green Belt

Leadership and Strategy

- Leadership in a Global Environment
- Leadership, Coaching, and Mentoring,
- Lead-her-ship: Women and Leadership
- Public Servant Leadership
- Social Leadership
- Pillars of Accountability
- Strategy Execution
- Strategic Planning for Sustainability
- Decision Making
- Change Management
- Strategic Planning Using the Balanced Scorecard
- Developing Meaningful KPIs
- Performance Management
- Crisis Management

Project Management

- Project Management Fundementals
- Project Management For Senior Management
- Effective Stakeholder Management
- Managing The Gray Areas
- PM Crash Course
- Risk Management
- Agile Project Management

Psychosocial Health – Mental Resilience

- Self Care and Stress Management
- Dealing with Difficult People
- Building Personal Resilience
- Emotional Intelligence
- The 16 Temperaments
- What Motivates Me
- Being Happy- Becoming Happy
- Anger Management
- Managing Stress
- Psychological Safety and Growth Mindset
- Psychological Safety and Active Listening
- EQ awareness for High Performing Teams
- EQ Insights for People Management
- Brain Profiles Discovery for building trust

* Ask about other courses that are not listed here

TRAINING PORTFOLIO GENERAL AND BEHAVIORAL

- Core Negotiation Strategies
- Communication Skills
- Critical Thinking and Problem Solving
- Building Better Teams
- Diversity Training
- Conflict Management
- Effective Presentation Skills
- Public Speaking
- Secrets of Change Management
- Effective Coaching & Feedback
- Talent Management & Career Planning
- Business Games Simulation
- General Management Business Game
- The Startup Game
- The Skill Game (Hard Competencies Evaluation)
- The Simulation Scenario (Competencies ranking & pro le evaluation)
- Business Etiquette
- Customer Experience: The Journey to Success (Mapping Customer Journey)
- Customer Orientation & Service Excellence
- Guest Complaint: An Opportunity for Growth
- Feedback for performance and development
- Crucial Conversations
- Ethics and Accountability
- Conducting a Needs Assessment

- Setting Objectives and Time Management
- Creativity & Critical Thinking Workshop
- Design Thinking & Innovation
- Emotional Intelligence workshop
- Business Etiquette
- Finance for Non-Finance Managers
- Business Process Re-engineering
- Business Process Management and Improvement
- Agile Business Analysis
- Agile - Entrepreneurial thinking
- Lean Management Tools
- Problem Solving Mindset in the Era of Uncertainties
- Relationship Building and collaboration
- Coaching & Mentoring
- Teamwork and building high performance teams
- Strategic Planning and Thinking and Building Business Plans
- Operational Excellence
- Operations Management
- Lean Six Sigma Green Belt
- Data Management and Analytics
- Principles of Big Data.
- Intro to Procurement and Category Management
- Product Management
- ITIL Fundamentals

- Service Level Agreements & IT Contracts
- Emerging Banking Technology
- Introduction to FinTech and Innovation in Banking
- Organizational Trust
- Pillars of Accountability
- Effective Communication in Practice
- Presentation & Body Language
- Negotiation Skills
- Advance Negotiation Skills
- Digital Excellence
- Customer Orientation & Service Excellence
- Business Etiquette
- Customer Journey Mapping
- Guest Complaint: An Opportunity for Growth
- EQ (Emotional Intelligence)

SPECIAL AND CUSTOMIZED COURSES

Customized:
Genome TC can develop and deliver special and customized courses that are not listed here.

Special:
- Financial Topics
- Banking Topics
  - Including Core Banking Systems
- Merger and Acquisition - Legal Perspective
- Dealing with media for Senior Management, Officials and Public Figures
- IOT
- Artificial Intelligence Driving License (IAIDL)

* Ask about other courses that are not listed here

TRAINING PORTFOLIO STARTUPS – SOCIAL ENTREPRENEURSHIP - HUMAN CENTRIC DESIGN

Consulting and Strategy

- Business planning and strategy development
- Social impact assessment and measurement
- Stakeholder analysis and engagement
- Market research and analysis
- Partnership and collaboration development
- Fundraising and investment strategy

Operational Support

- Project management and implementation
- Process improvement and optimization
- Impact reporting and communication
- Legal and regulatory compliance
- Financial management and accounting
- Human resources and talent management

Training and Capacity Building

- Social entrepreneurship and innovation training
- Nonprofit management and leadership development
- Impact investing and fundraising training
- Diversity, equity, and inclusion training
- Social impact measurement and reporting training
- Human-centered design and innovation training

Marketing and Communication

- Brand development and messaging
- Content creation and marketing collateral
- Social media strategy and management
- Public relations and media outreach
- Event planning and execution
- Community engagement and outreach

Special and Customized Services

Design Sprints (Corporate Internal Innovation)
- Design Sprints cycles tackling pre-defined challenges.

Idea - Early Stage. Incubation Program Design

Problem definition:
- Problem exploration
- Market Sizing
- Landscape Mapping

User Development
- User Research. Needs Validation
- Personas development
- User Journey Mapping

Market Fit development
- MVP Prototyping
- User testing
- Go to Market strategy
- Growth Hacking

Legal and Finance
- Equity, dilution of shares
- Assumptions, projections, and cash burn
- Valuation primer

* Ask about other courses that are not listed here

TRAINING PORTFOLIO DEVELOPMENT SECTOR SPECIFIC

Development Certification Courses

- Project DPro (Project Management for Development Professionals - Fundamentals)
- Project DPro (Project Management for Development Professionals - Practitioner)
- FMD Pro (Financial Management for Development Professionals)
- Program DPro (Program Management for Development Professionals) (PgMD Pro)
- MEAL DPro (Monitoring, Evaluation, Accountability And Learning)

Monitoring and Evaluation

- Fundamentals of M&E
- Monitoring and Evaluation (M&E, MEL, MEAL)
- Results Based M&E
- Advanced Monitoring and Evaluation
- Complexity Responsive M&E
- Data Analysis and Management
- Complexity Responsive M&E
- Data Analysis and Management

Sociopolitical

- Social Marketing
- Gender Mainstreaming
- Community Mobilization and Participation
- Engaging Youth

Project Management

- PMD Pro Starter
- Effective Stakeholder Management
- Managing The Gray Areas
- Risk Management for NGOs

Strategy and Sustainability

- Strategic Planning for Sustainability
- Fundraising Strategies for Sustainability
- Fundamentals of Proposal Writing
- Advanced Reporting & Proposal Writing

Workshops

- Equity Based Approach Workshop
- Gender Based Approach Workshop
- Theory of Change Workshop
- Project Governance Workshop

Re-engineering
Organizational DNA

* Ask about other courses that are not listed here

COURSES
SNAPSHOT

PROJECT MANAGEMENT

Agile Project Management

Agile project management has become an increasingly powerful and popular manner to develop new or improved products, services, or results in a variety of fields such as software development, engineering, product development, pharmaceuticals, and process improvement. In environments with moderate uncertainty (for example, changing customer needs or unknown root cause), agile project management has been found to product higher customer satisfaction in less time compared to more traditional, plan-driven project management methodologies.

Project management for Non-Project Managers

Project management is the process of overseeing end to end activities of a project's life cycle. This course teaches Non-Project Managers the key concepts to the professionals who are not project managers by job position but are required to undertake a project for their organization or they want to better understand what Project Management is.

Lean Management Tools

Lean management is a continuous process improvement, systematically achieve by small, incremental changes to improve quality, efficiency and eliminate waste. Lean practices by managers can help guide companies toward profitability by improving quality, cost, and delivery.

Lean Six Sigma Green Belt

Six Sigma Green Belt helps to ensure better quality control. The Six Sigma Green Belt curriculum helps professionals in increasing productivity and quality while cutting losses. The growth in the field for professionals is also surprisingly high, along with a good salary, and a respectable position.

Project management for Non-Project Managers

Project management is the process of overseeing end to end activities of a project's life cycle. This course teaches Non-Project Managers the key concepts to the professionals who are not project managers by job position but are required to undertake a project for their organization or they want to better understand what Project Management is.

COURSES SNAPSHOT

SOFT SKILLS

Coaching and Mentoring

Coach, Mentor, Role Model, Supporter, Guide... do these words ring a bell? Being a coach involves being able to draw from several disciplines. Coaching is based on a partnership that involves giving both support and challenging opportunities to employees. Mentorship is a related skill that is often a part of coaching. It's about being a guide, offering wisdom and advice when it is needed.

Knowing how and when to coach (and when to use other tools, like mentoring) is an essential skill that can benefit both you and your organization.

Conflict Management

There are two major myths about conflict: that it always involves anger and that it's always negative. Conflict can actually be a positive tool for growth if you know how to manage it properly. This training will teach participants just how to do that.

Stress Management

Today's workforce is experiencing job burnout and stress in epidemic proportions. Workers at all levels feel stressed out, insecure, and misunderstood. Many people feel the demands of the workplace, combined with the demands of home, have become too much to handle. This one-day workshop explores the causes of such stress, and suggests general and specific stress management strategies that people can use every day.

Presentation Skills

Behind every effective presentation is a lot of preparation and meticulous attention to detail. The truly skilled presenter can make a program engaging while providing a pathway to communicating his or her message. This training course will provide participants with the theoretical knowledge and practical experience necessary to become dynamic and effective presenters.

Participants will walk through the process of designing, planning, and delivering a presentation.

Meeting Management — The Art of Making Meetings Work

Meetings come in all shapes and sizes, from the convention to a quick huddle in an office hallway. This one-day program will be concerned with small working meetings; with groups that have a job to do requiring the energy, commitment, and talents of those who participate.

Relationship and collaboration

Individuals bring their unique talents, strengths, experiences, and outlooks to the workplace. Operating collaboratively, these diverse perspectives and styles deliver highly successful outcomes and create high-performing teams. In this course, you will learn how to build cooperative trust-based relationships that enable you to work productively with other professionals, clearly communicating and respectfully harnessing your distinctive contributions

Setting Objectives and Time Management

Time and Self-Management' is a practical course designed to give delegates an understanding of how to attain the maximum benefit from the time available to them.

The course looks at how delegates can analyze their current use of time, identify goals & objectives, plan and prioritize tasks, schedule time effectively and the delegation process.

Design thinking

In this three-day action-oriented workshop, participants will work in small teams, guided by our design facilitators to experience a customer-centric approach to problem solving through a re-imagination of the end-to-end customer experience journey. Design thinking is an iterative process by which you make decisions based on what customers want instead of relying only on previous data or making risky conclusions based on instincts rather than evidence. The five-phase Design Thinking process is based on the renowned Stanford University school model that is broadly used and has proven its value. This method combines both analytical and creative approaches to generate

solutions. Participants will develop skills through a hybrid of workshop discussions and activities. It covers building empathy, generating ideas, prototyping and testing new concepts.

Digital Excellence

In the age of digitalization. Adopting a succession of approaches and capabilities that allow firms to accelerate decision-making, improve operations, and excel at delivering products and services can be achieved through digital excellence. To succeed in the connected age, the quality of processes, strategy, analysis, scope, and implementation undertaken is vital.

Effective Communication in Practice

Acquiring effective communication skills is a process that helps improve both personal and professional relationships.

To be an effective communicator you need to be a good listener as well as be able to precisely express yourself. Which requires a diverse set of both verbal and non-verbal skills.

Emotional intelligence

Emotional intelligence is a key factor in helping us recognize and manage emotions. Staff and prospective employees are being measured not just by skills, experience and intellectual capabilities, but also how they handle each other and people around us. In this course you can know how emotional intelligence can be utilized on a daily basis.

Negotiation Skills

No business can thrive without profitable contracts which will require major negotiation skills that will lead to career advancements. In this 2 Day Negotiation skills course. Learn vital skills for career success, reach agreements and build interpersonal relationships through effective negotiation.

Presentation and body language

A great presenter has two unique qualities: appropriate skills and personal confidence. This confidence comes from knowing what you want to say and being comfortable with your communication skills. In this two-day workshop, participants will master the skills that will make them a better speaker and presenter

Problem solving Techniques

Critical thinking is the utilization of logical techniques and coherent thinking to issues and choices and daily encountered problems. Basic reasoning empowers us to stay away from normal obstructions. Practical problem solving can deal with creative thinking to see common sense to the original problem and figure out what the next steps should be. This training provides individuals with the foundation to be able to enhance their efforts and find sustainable solutions to problems.

STRATEGY AND SUSTAINABILITY

Intro to Procurement and category management

To maximizes value from procurement, we need to combine techniques, with the appropriate tools, techniques, and approaches. This training course will provide you an effective methodology of Category Management and how this approach can be used in effectively ensuring best in class operations for Procurement Management.

Procurement and Contracts

This workshop develops fundamental procurement process knowledge and skills that you can apply immediately in all aspects of effective business and project procurement. Learn a step-by-step process for converting business and/or project needs into outsourced goods and services. Ensure an equitable process and due diligence in tendering. Select the best possible suppliers and manage stakeholders involved in the supply chain.

Operational Excellence

Operational Excellence goes beyond continuous improvement, cost minimization and productivity maximization. Operational Excellence supports

the drive for sustainable profitability and growth within your organization by adopting a holistic approach to improvement. The essence of Operational Excellence is an organizational culture that achieves long-term sustainable growth and performance development by enhancing employee empowerment and motivation. The core of Operational Excellence is applying the right tools to the right processes in the right culture. It is a crucial element of organizational leadership focusing on the continual development of organizational culture and operational processes.

Operations Management

This course is an introduction to the concepts, principles, problems, and practices of operations management. Emphasis is on managerial processes for effective operations in both goods-producing and service-rendering organization. Topics include operations strategy, process design, capacity planning, facilities location and design, forecasting, production scheduling, inventory control, quality assurance, and project management. The topics are integrated using a systems model of the operations of an organization.

Service Level Agreements & IT Contracts

The Service Level Management Program provides a comprehensive overview of the major concepts and processes involved with Service Level Management. You will gain an understanding of what Service Level Management as well as knowledge and understanding of the essential components of this process, such as Service Level Agreements, Operational Level Agreements, Underpinning Contracts and the Service Catalog.

Strategic Planning and Balanced Scorecard

This Strategic Planning Using the Balanced Scorecard training helps to put strategy at the heart of everything they do. By translating strategy into a balanced set of objectives - covering Finance, Customer, Internal Processes and People - the ‹Balanced Scorecard› approach enables organizations to turn their strategies into operational reality. Clear measures and targets allow leaders to steer their organization towards its long-term goals and engages managers and staff to contribute more fully to its success.

The Balance Scorecard focuses all resources on achieving the strategy; employees are empowered to develop and perform, internal processes are enhanced to deliver what customers want, and of all this lead ultimately to financial success.

ITIL Fundamentals

The ITIL 4 Foundation qualification is intended to introduce candidates to the management of modern IT-enabled services, to provide them with an understanding of the common language and key concepts, and to show them how they can improve their work and the work of their organization with ITIL 4 guidance. Furthermore, the qualification will provide the candidate with an understanding of the ITIL 4 service management framework and how it has evolved to adopt modern technologies and ways of working.

Agile - Entrepreneurial thinking

Being innovative is much needed in business today. Global or local company managers are expected to be more innovative and be resourceful while faced with budget constraints. Entrepreneurial, design and agile thinking are therefore vital skillsets needed i.e., they provide the tools that managers need to become innovative thinkers to uncover creative opportunities that may not be so apparent yet.

Agile Business Analyst

How do you combine your analysis skills with agile tools and techniques? If you're a business analyst working in agile projects, our Agile Business Analyst course will help you understand how to operate in an agile environment so that you're better equipped to deliver value to your organization. You will learn how to build the right products, for the right customers, at the right time while reducing waste.

Business Process Management & Improvement

This course helps professionals inside organizations in building their knowledge to identify, model, analyze, improve, optimize, and monitor their business processes based on the organizational strategic goals and then define the proper IT tools to maintain these processes.

"In summary, our company is committed to making a positive impact on the world. We are constantly seeking new ways to make a difference.

We believe in working closely with our clients to develop customized solutions that can help them achieve their goals and improve their performance.

If you›re looking for a partner that is dedicated to creating positive change, then Gnome TC is the company for you

GENOME
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GENOME

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Re-engineering Organizational DNA