

# People Development Summit Dubai

## Event Programme

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4-5 February 2019  
Habtoor Grand, Dubai

Event organiser



SUMMIT EVENTS



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## **Welcome to the People Development Summit – Dubai 2019!**

Thank you very much for deciding to join us at our inaugural event. We are excited to have many practitioners from a wide range of businesses from the UAE, wider Middle East and Europe! We hope you can make the most of these two days away from the office and the normal daily routine – and wish you a very warm welcome!

From our pre-event correspondence, we trust you have reviewed your personalised schedule and will be prepared for the next couple of days of meetings and discussions. As it is your first experience of a 'Summit Event', we hope you enjoy it and find it of value. Our aim is to maximise your time, exceed your expectations and ensure you leave having had a positive and productive experience. The Summit environment is structured but relaxed, leaving you free to focus on your business meetings and discussions, but we would like to reiterate the importance of following your schedule to maximise the events productivity and smooth-running.

This Event Programme contains details of everything happening over the next two days; background information on all participants and an overview of the speakers and Strategy Group programme.

In your delegate bag you will find your name badge and your final personalised event schedule. **This schedule is the one you should follow during the Summit and replaces any you have previously received.** We have matched your Strategy sessions and vendor meeting requests as closely as we can - please speak to a member of the Summit Events team if you have any questions.

### **Finding your way around the Summit**

All the rooms being used for the Summit are detailed in your schedule and are well signposted around the hotel. Your schedule will make clear where you need to be and when. The Summit team will keep everyone on time by ringing a bell to signify the beginning and end of each 25-minute meeting. There will be a five-minute break between meetings.

Lunchtimes are an important part of the event. Seating will be pre-arranged at lunch on both days of the Summit to keep the networking process going. You will find a seating plan outside the restaurant at each mealtime.

At the end of the first day, there will be an optional networking drinks reception between 17:30 – 18:30 in the White Lounge, which is within the hotel premises.

We hope this information is clear and helpful, but if you are in doubt about anything, please let us know – we are here to ensure that your Summit experience runs as smoothly as possible!

Warm regards

The Summit Events Team







IMPACT

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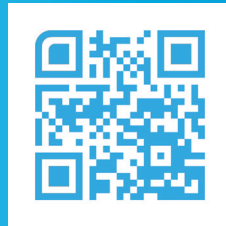
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## People Development Summit 2019 – Dubai

### Monday 4 February

Time	Function	Location
08:00 – 08:30	Registration & Coffee	Ballroom Foyer
08:45 – 09:45	Opening Keynote: <b>Rasmus Ankersen</b> - Entrepreneur, bestselling author	Al Andalus Ballroom DE
<b>Strategy Groups &amp; Action Learning Workshops - Al Andalus Ballroom BC</b>		
<b>One to one meetings</b>		
10:00 – 10:25 10:30 – 10:55	Networking 1:1s	Al Andalus Ballroom A
<b>Strategy Group:</b> <i>Developing successors</i> Burak Ecemiş, Head of Learning & Development, Middle & Africa, Ericsson		
11:00 – 11:30	Business break	Ballroom Foyer
11:30 – 11:55 12:00 – 12:25 12:30 – 12:55	Networking 1:1s	Al Andalus Ballroom A
<b>Strategy Group:</b> <i>Business constellations</i> Marea O'Sullivan, Head of Leadership and Talent Development, Novo Nordisk Africa & Middle East		
13:00 – 14:00	Lunch - Al Dhiyfa Grand Kitchen	
14:00 – 14:25 14:30 – 14:55 15:00 – 15:25	Networking 1:1s	Al Andalus Ballroom A
<b>Strategy Group:</b> <i>Next generation digital – simple, readable technology solutions</i> Joe Chalouhi, VP Human Resources, Global Growth Organisation and BHGE Oil and Gas, General Electric		
15:30 – 16:00	Business break	Ballroom Foyer
16:00 – 16:25 16:30 – 16:55 17:00 – 17:25	Networking 1:1s	Al Andalus Ballroom A
<b>Action Learning Workshop:</b> <i>Driving gender diversity in the UAE – How to develop a robust strategy</i> Facilitators: Jennifer Hamdan, Head of Talent and HR, Ogilvy & Mather, Gillian Jones-Williams, Managing Director and Sarah Christensen, Consultant, Emerge Development Ltd		
17:30 – 18:30	Networking Drinks reception	White Lounge
18:30	Day 1 closes	

## People Development Summit 2019 Tuesday 5<sup>th</sup> February

Time	Function	Location
08.00 – 08:30	Coffee & registration	Ballroom Foyer
08:45 – 09:45	Opening Keynote: <b>Tammy Erickson</b> - Adjunct Professor of Organisational Behaviour London Business School	Al Andalus Ballroom DE
<b>One to one meetings</b>		
10:00 – 10:25	Networking 1:1s	Al Andalus Ballroom A
10:30 – 10:55		
11:00 – 11:30	Business break	Ballroom Foyer
11:30 – 11:55	Networking 1:1s	Al Andalus Ballroom A
12:00 – 12:25		
12:30 – 12:55		
13:00 – 14:00	Lunch - Al Dhiyfa Grand Kitchen	
14:00 – 14:25	Networking 1:1s	Al Andalus Ballroom A
14:30 – 14:55		
15:00 – 15:25		
15:30 – 16:15	Closing plenary	Al Andalus Ballroom DE
16.30	Summit closes	

### Strategy Groups & Action Learning Workshops - Al Andalus Ballroom BC

<b>Strategy Group:</b>
<i>Managing career like a start up. How to move employees' mindsets from upward linear career paths to growth-based career paradigm</i> Marek Mos, Head of HR Southern Europe and EMEA Emerging Markets, Google
<b>Strategy Group:</b>
<i>The changing world of Employee Experience advantage and Emiratization</i> Emma Seymour FCIPD, Vice President of Worker Welfare, Expo 2020 Dubai
<b>Action Learning Workshop:</b>
<i>CIPD Leaders in Learning: The disruption of learning and development</i> Facilitator: Andy Lancaster, Head of L&D Content, CIPD, UK
<i>The importance of measuring ROI to future proof Learning &amp; Development</i> Facilitator: Hazel Jackson, CEO, Biz Group Speakers: special guest panelists

## Sponsor information

Our warm thanks to this year's sponsors:

	<p><b>London Business School</b></p> <p><b>Attending the Summit:</b> Linda Irwin, Senior Client Director Louise Berry, Client Director</p>
	<p><b>Biz Group</b></p> <p><b>Attending the Summit:</b> Matt Wilkins, Head of Digital Solutions Kathrun Kellock, ilxSenior Solutions Advisor</p>
	<p><b>CIPD Middle East</b></p> <p><b>Attending the Summit:</b> Ramy Bayyour, General Manager – Middle East Sarah Davis, Senior Learning &amp; Development Consultant</p>
	<p><b>Emerge Development Limited</b></p> <p><b>Attending the Summit:</b> Gillian Jones-Williams, Managing Director Sarah Christensen, Consultant</p>
	<p><b>ICS Learn</b></p> <p><b>Attending the Summit:</b> Dafina Krasteva, Global Corporate Development Manager Britta Connell, Digital Marketing Manager</p>
	<p><b>ILX Group plc</b></p> <p><b>Attending the Summit:</b> Russell Kenrick, Managing Director Amit Kotecha, Regional Director - AMEA</p>
	<p><b>Impact</b></p> <p><b>Attending the Summit:</b> David Williams, Founder and CEO Rachael Garner-Stocks, Global Business Development Manager</p>
	<p><b>Let's Talk Talent</b></p> <p><b>Attending the Summit:</b> Chadi Moussa, Client Partner</p>



## **Delegate profiles**



## Delegate index by surname

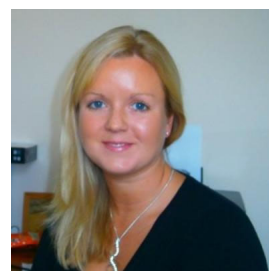
Abdullaeva, Mukhaiyo	Habtoor Grand Resort Autograph Collection
Ahluwalia, Deepti	First Abu Dhabi Bank
Ahmed, Sidra	Hapag-Lloyd
Al Mazam, Muna	Roche Diagnostic Middle East
Al Saidi, Tracy	AXA Insurance Gulf
Berenguer, Laura	Delta Partners FZ LLC
Bergin, Stephanie	Masafi Water
Bhatia, Nimisha	Beiersdorf AG
Bonaobra- Chavez, Jennifer	Rotana Hotels
Bowes, Caroline	Waldorf Astoria Dubai Palm Jumeirah
Brenton, Kate	Delta Partners FZ LLC
Chambers, Sarah	Fiat Chrysler Automobiles Middle East FZE
Davies, Emma	Masafi Water
Deboo, Kaizad	Emirates Group
Denoon, Jennifer	Al Tayer Group
El Mahdi, May	AW Rostamani
ElKhoury, Shadi	Al Barakah Holding
Fleming, Stephen	Broccoli Pizza & Pasta
Garton, Laura	AccorHotels
Gleeson, Natalie	Liwa Trading Enterprises
Gutteridge-Falda, Louise	Ahmed Seddiqi & Sons LLC
Hazel, Gary	Injazat Data Systems
Heidester, Stefanie	Thyssenkrupp
Ibrahim, Sangeeth	Sharjah Islamic Bank
Iqbal, Zak	Wyndham Hotels & Resorts

Keyrouz, Carole	Four Points by Sheraton
Kreichaty, Elie	Transmed
Kunnath, Deepak	Millennium & Cophthorne Hotels Plc
Matta, Hannah	Careem
Maturo, Lisandro	Dubai Airports
Mehrotra, Tripat	Millennium Hotels & Resorts
Mohunta, Neha	Commercial Bank of Dubai
Monzon, George	Virgin Megastore Middle East
Muldoon, Stephen	Daman
O'Sullivan, Marea	Novo Nordisk Africa & Middle East
Padua, Lesley	Hilti
Pande, Pradeep	RAK Ceramics PJSC
Parker, Shannon	Arcadis
Salah, Hamada	The Linde Group
Samadi, Hamidreza	Cobel Darou
Sawhney, Shalini	Thermo Fisher Scientific
Schiavo, Liesbeth	Securitas Security Services
Sedky, George	GB Auto
Seymour, Emma	Expo 2020 Dubai
Sfeir, Daniela	ADP Ingénierie Dubai
Telfer, Michelle	Habtoor City
Wang, Yvonne	Nikki Beach Resort & Spa
Wells, Magdalena	Bateel International L.L.C.
Wiehahn, Andre	Axiom Telecom
Zimova, Sarka	MENA Energy Values



**AccorHotels**  
www.accorhotels.com

**Laura Garton**  
Director, AH Academie, Middle East & Africa



**My company's main business activities**

Hotels/hospitality

**Business Sector**

Hospitality

**In which country do you operate?**

Middle East & Africa

**Total number of employees**

100,000

**My position in the company**

Senior Manager

**Are you authorised locally to make decisions on management development & leadership development?**

Yes

**Length of time in HR**

10 years

**Length of time in current position**

1.5 years

**Overall L&D budget**

3,000,000 AED

**Amount controlled by me**

3,000,000 AED

**Types of solution providers (vendors) I'm looking to meet at the Summit**

Facilitators  
Online solutions  
Executive coaching

**New L&D projects and initiatives my company has planned for the next 12-18 months**

Virtual classrooms  
LMS being launched (we have already signed a contract)  
Talent assessments centres  
Interactive L&D communication methods – replacing newsletters and emails  
Upskilling property L&D Managers

**The key issues/challenges currently facing me are...**

Diverse and remote workforce  
Minimal budget  
Profile of L&D function

**Please select services you're planning to invest with NEW external providers:**

- Assessment centres
- Coaching skills training
- Digital transformation
- One to one coaching

**ADP Ingénierie Dubai**  
[www.adp-i.com](http://www.adp-i.com)

**Daniela Sfeir**  
Senior Director, Human Resources and Workplace  
Central Asia – Middle East – East Africa



**My company's main business activities**

ADPI is a team of architects and engineers that provides consultancy, design, supervision, and project management solutions for airport development and other large-scale building and infrastructure projects all around the world. Geared to deal with entire projects, ADPI was founded in 2000 as a wholly owned subsidiary of the Aéroports de Paris Group to take charge of the international design activities. Thanks to this status, ADPI benefits from the international experience of the Aéroports de Paris design office, created in 1946, and profits from the knowledge and skill of all the staff working on one of the largest airport platforms in the world, helping ADPI to create aeronautically operational and efficient concepts.

**Business Sector**

Aviation  
Building & Construction

**In which country do you operate?**

UAE

**Total number of employees**

167

**My position in the company**

Head of Department or equivalent

**I report directly to**

Managing Director

**Are you authorised locally to make decisions on management development & leadership development?**

Yes

**Length of time in HR**

8 years

**Length of time in current position**

3.5 years

**Overall L&D budget**

Confidential

**Amount controlled by me**

Confidential

**Types of solution providers (vendors) I'm looking to meet at the Summit**

Competency management software  
E-learning / online training solutions

**New L&D projects and initiatives my company has planned for the next 12-18 months**

Competency mapping  
Leadership training  
Perhaps the introduction of an e-learning software



**The key issues/challenges currently facing me are...**

Lack of clarity in terms of budget and usually very limited budgets for HR

**Please select services you're planning to invest with NEW external providers:**

e-learning

Leadership development

Learning management systems (LMS)

Management development

Project management training

Talent management software

**Ahmed Seddiqi & Sons LLC**  
www.seddiqi.com

**Louise Gutteridge-Falda**  
Head of Talent & Training



**My company's main business activities**

Seddiqi Holding was established in 2007 to consolidate the existing family businesses. The group operates a diverse collection of high-performing companies across various sectors, with a focus on making luxury a way of life. The business units include Ahmed Seddiqi & Sons – the longest standing and largest unit within the group, Seddiqi Properties, Swiss Watch Services, Dubai Watch Week and Mizzen.

Headquartered in the UAE, Seddiqi Holding is managed by third and fourth-generation family members who are committed to delivering quality and value their customers, while fulfilling the aspirations of its stakeholders. The Seddiqi family has maintained the vision of the late founder by building the group on integrity, loyalty and long-term vision. These values are anchored in the group commitment towards excellence and partner relationships.

**Business Sector**

Retail & Wholesale Trade

**In which country do you operate?**

UAE & KSA

**Total number of employees**

950

**My position in the company**

Head of Department or equivalent

**I report directly to**

Chief Human Capital Officer

**Are you authorised locally to make decisions on management development & leadership development?**

Yes

**Length of time in HR**

15 years

**Length of time in current position**

6 years

**Overall L&D budget**

3,500,000 AED

**Amount controlled by me**

3,500,000 AED

**Specific L&D budgets controlled by me**

Executive development  
Leadership development  
Soft skills  
Service training  
Technical training

**Types of solution providers (vendors) I'm looking to meet at the Summit**

Vendors that understand the market, yet provide fresh, high quality engaging content.

**New L&D projects and initiatives my company has planned for the next 12-18 months**

'Bite-Sized' management development programme  
SAP LMS

**The key issues/challenges currently facing me are...**

Employee engagement  
Creating a learning culture

**Please select services you're planning to invest with NEW external providers:**

360 degree feedback  
Behavioural training  
Blended learning  
Coaching skills training  
Communication/Interpersonal skills  
Commercial/business acumen  
Culture Change  
Digital transformation  
e-learning  
Employee engagement  
Executive education  
Financial/accountancy training  
Gamification  
Learning management systems (LMS)  
Management development  
Microlearning  
Mobile learning  
Talent management  
Telephone techniques  
Women in leadership

**Al Barakah Holding**  
[www.albarakah.ae](http://www.albarakah.ae)

**Shadi ElKhoury**  
Head of Training and Development



**My company's main business activities**

Al Barakah Investment Holding Company has been established initially upon the realisation that developing world-class ventures requires constant innovation and development.

The company has now established itself with a diverse portfolio of projects including high profile and pioneering residential cities, industrial housing, entertainment, medical services, and security services amongst many others.

**Business Sector**

Other

**In which country do you operate?**

UAE

**Total number of employees**

5,000

**My position in the company**

Head of Department or equivalent

**I report directly to**

Managing Director

**Are you authorised locally to make decisions on management development & leadership development?**

No

**Length of time in HR**

20 years

**Length of time in current position**

2.5 years

**Overall L&D budget**

AED 500,000

**Types of solution providers (vendors) I'm looking to meet at the Summit**

Training  
Team building  
People development

**New L&D projects and initiatives my company has planned for the next 12-18 months**

Team building

**Please select services you're planning to invest with NEW external providers:**

- Assessment centres
- Behavioural training
- Blended learning
- e-learning
- Experiential learning
- Video training

**Al Masaood**  
[www.masaood.com](http://www.masaood.com)

**Meiraj Hussain**  
Head of Human Resources



**My company's main business activities**

Al Masaood is a privately held and highly diversified Group in Abu Dhabi. It's companies and partnerships span activities and expertise in 18 different market segments. With activities spanning most key economic sectors, the Al Masaood Group represents the collective business interests of the Al Masaood family including Automotive, Industrial, Retail, Marine, Retail, Business Services, Real Estate.

**Business Sector**

Building & Construction  
Construction  
Industrial Engineering  
Mechanical Engineering  
Motor Vehicles  
Retail & Wholesale Trade

**In which country do you operate?**

United Arab Emirates, Bahrain

**Total number of employees**

2,000

**My position in the company**

Head of Department or equivalent

**I report directly to**

Chief Operations Executive

**Are you authorised locally to make decisions on management development & leadership development?**

Yes

**Length of time in HR**

15 years +

**Length of time in current position**

2 years

**Overall L&D budget**

1,200,000 AED

**Types of solution providers (vendors) I'm looking to meet at the Summit**

Training vendors  
LMS systems  
Professional certifications

**New L&D projects and initiatives my company has planned for the next 12-18 months**

LMS  
Online learning  
Online professional certifications



**The key issues/challenges currently facing me are...**

Online L&D  
Self-learning system  
Effective middle management training

**Please select services you're planning to invest with NEW external providers:**

Apprenticeship development  
Assessment Centres  
Communication/Interpersonal skills  
Commercial/business acumen  
Digital transformation  
e-learning  
Employee engagement

**Al Tayer Group**  
[www.altayer.com](http://www.altayer.com)

**Jennifer Denoon**  
Organisational Change & Engagement Senior Manager



**My company's main business activities**

As the largest luxury retailer in the Middle East, Al Tayer Group hosts a portfolio of some of the world's best luxury brands in the fashion, jewellery, home and department store categories. Complementing its position in luxury retail, the Group has also built new frontiers in lifestyle retail, representing leading brands in the Beauty, Home, Fashion and Hospitality sectors. Headquartered in the UAE, the retail division has expanded operations to the Kingdom of Saudi Arabia, Kuwait, Bahrain, Qatar and Oman, and currently operates over 200 stores across the region.

**Business Sector**

Retail & Wholesale Trade

**In which country do you operate?**

UAE and GCC

**Total number of employees**

4,000

**My position in the company**

Head of Department or equivalent

**I report directly to**

Head of HR, Retail

**Are you authorised locally to make decisions on management development & leadership development?**

Yes

**Length of time in HR**

20 years

**Length of time in current position**

2 years

**Overall L&D budget**

Confidential

**Amount controlled by me**

Confidential

**Specific L&D budgets controlled by me**

Learning tech  
Leadership & management  
Customer service training

**Types of solution providers (vendors) I'm looking to meet at the Summit**

Microlearning  
Learning tech  
Mobile

**New L&D projects and initiatives my company has planned for the next 12-18 months**

Product knowledge  
Microlearning  
Service  
Technology/omnichannel

**The key issues/challenges currently facing me...**

Speed  
Application  
Usability  
Language - adjusting learning to meet the requirements of frontline employees (mobile population).

**Please select services you're planning to invest with NEW external providers:**

Blended learning  
Culture Change  
Customer experience training  
Employee engagement  
IT tools and systems  
Language training  
Leadership development  
Microlearning  
Mobile learning  
Virtual (VR) & augmented reality (AR)

**Arcadis**  
www.arcadis.com

**Shannon Parker**  
Head of Talent – Middle East



**My company's main business activities**

Arcadis is the leading global Design & Consultancy firm for natural and built assets. Applying our deep market sector insights and collective design, consultancy, engineering, project and management services we work in partnership with our clients to deliver exceptional and sustainable outcomes throughout the lifecycle of their natural and built assets. We support UN-Habitat with knowledge and expertise to improve the quality of life in rapidly growing cities around the world.

**Business Sector**

Other

**In which country do you operate?**

We are 27,000 people, active in over 70 countries. The Middle East, covers UAE, KSA, Oman, Qatar and Bahrain

**Total number of employees**

1,500

**My position in the company**

Head of Department or equivalent

**Are you authorised locally to make decisions on management development & leadership development?**

Yes

**Length of time in HR**

15 years

**Length of time in current position**

1 year

**Overall L&D budget**

Approx. 2,000,000 AED

**Amount controlled by me**

Approx. 2,000,000 AED

**Types of solution providers (vendors) I'm looking to meet at the Summit**

LMS  
Technology  
Leadership development  
Workforce of the future  
Women in leadership  
D&I  
Change Management

**New L&D projects and initiatives my company has planned for the next 12-18 months**

Line manager development  
Leadership framework and development  
Workforce of the future  
Digital transformation  
360 feedback  
Behavioral frameworks

**The key issues/challenges currently facing me are...**

Changing requirements, both internally and externally  
Market disruption  
Budgets  
Internal stakeholders  
Global direction and regional needs

**Please select services you're planning to invest with NEW external providers:**

Communication/Interpersonal skills  
Commercial/business acumen  
Digital transformation  
Diversity  
e-learning  
Gamification  
Leadership development  
Learning content management systems (LCMS)  
Learning management systems (LMS)  
Management development  
Women in leadership

**AW Rostamani**  
www.awrostamani.com

**May El Mahdi**  
Group Talent Development Manager



**My company's main business activities**

AW Rostamani is a group of companies including Automotive, Lifestyle, Real Estate, Lighting and Transportation.

**Business Sector**

Household Products & Appliances  
Motor Vehicles  
Retail & Wholesale Trade  
Transport & Logistics

**In which country do you operate?**

United Arab Emirates

**Total number of employees**

3,700

**My position in the company**

Head of Department or equivalent

**I report directly to**

Chief Human Resources Officer

**Are you authorised locally to make decisions on management development & leadership development?**

Yes

**Length of time in HR**

12 years

**Length of time in current position**

3.5 years

**Overall L&D budget**

2,000,000 AED

**Amount controlled by me**

All training and development budgets

**Types of solution providers (vendors) I'm looking to meet at the Summit**

Online assessments

**New L&D projects and initiatives my company has planned for the next 12-18 months**

Further assessment and evaluation of performance post training and development initiatives

**Please select services you're planning to invest with NEW external providers:**

360 degree feedback

**Please list here any services not already mentioned**

Online assessment  
Skills gap analysis



**AXA Insurance Gulf**  
[ae.axa-gulf.com/en](http://ae.axa-gulf.com/en)

**Tracy Al Saidi**

Regional Head of Talent, Learning & Development and Resourcing



**My company's main business activities**

Global insurance, investment management, and other financial services

**Business Sector**

Banking, Finance & Insurance

**In which country do you operate?**

UAE, Oman, Bahrain, Qatar, KSA

**Total number of employees**

1,200

**My position in the company**

Non-Board Director

**I report directly to**

Chief HR Officer

**Are you authorised locally to make decisions on management development & leadership development?**

Yes full authority

**Length of time in HR**

23 years

**Length of time in current position**

3.5 years

**Overall L&D budget**

600,000 USD

**Amount controlled by me**

All

**Specific L&D budgets controlled by me**

All development initiatives under L&D and talent and resourcing including executive coaching  
Learning technologies  
Professional and technical development  
Assessments, tools, resources etc.

**Types of solution providers (vendors) I'm looking to meet at the Summit**

Digital readiness  
Accelerated development solutions  
VR/AI learning specialists  
Scale-able solutions

**New L&D projects and initiatives my company has planned for the next 12-18 months**

Talent development  
Culture embedding across life cycle  
Transformation change  
Digital readiness  
Development to enable business results  
Succession planning

**The key issues/challenges currently facing me are...**

Transformation  
Management skill maturity and capability  
Geographical dispersion  
Lifecycle integration

**Please select services you're planning to invest with NEW external providers:**

Commercial/business acumen  
Cultural/cross-cultural training  
Culture Change  
Customer experience training  
Digital transformation  
Executive education  
Experiential learning  
Learning resources  
Management development  
Outdoor/activity based learning  
Performance improvement  
PR/media skills  
Resilience training  
Sales transformation  
Succession management  
Talent management  
Training venues  
Virtual (VR) & augmented reality (AR)  
Women in leadership

**Axiom Telecom**  
www.axiomtelecom.com

**Andre Wiehahn**  
Group Head of Learning & Development - UAE | KSA | Bahrain



**My company's main business activities**

It was 1997 when we decided that there was a better way to trade and distribute mobile devices and accessories. Axiom telecom was born. Today we're the largest retailer and distributor in the region. With more than 1,000 hand-picked expert employees across the UAE and KSA. We're the major authorised retailer and distributor of some of the world's most recognisable brands. We also deal with various telecom operator partners in each of the countries we have a presence.

**Business Sector**

Retail & Wholesale Trade

**In which country do you operate?**

UAE, KSA & Bahrain

**Total number of employees**

1,200

**My position in the company**

Senior Manager

**I report directly to**

Group HR Director

**Are you authorised locally to make decisions on management development & leadership development?**

Yes

**Length of time in HR**

15 years

**Length of time in current position**

2 years

**Overall L&D budget**

Case by case basis

**Amount controlled by me**

We control the budget on a case to case basis

**Types of solution providers (vendors) I'm looking to meet at the Summit**

LMS

**New L&D projects and initiatives my company has planned for the next 12-18 months**

Digital learning

**Please select services you're planning to invest with NEW external providers:**

e-learning

Gamification

Training video production

Virtual (VR) & augmented reality (AR)

**Bateel International L.L.C.**  
[www.bateel.com](http://www.bateel.com)

**Magdalena Wells**  
Head of Learning & Development



**My company's main business activities**

Retail, Food & Beverage, Restaurants, HORECA, Travel Retail

**Business Sector**

Food, Drink & Tobacco  
Hospitality  
Retail & Wholesale Trade

**In which country do you operate?**

GCC

**Total number of employees**

1,800

**My position in the company**

Head of Department or equivalent

**I report directly to**

COO

**Are you authorised locally to make decisions on management development & leadership development?**

Yes

**Length of time in HR**

10 years

**Length of time in current position**

2 years

**Overall L&D budget**

Confidential

**Amount controlled by me**

Confidential

**Specific L&D budgets controlled by me**

Customer service training  
Food Safety  
Health and safety  
Leadership development program

**Types of solution providers (vendors) I'm looking to meet at the Summit**

Executive Coaching  
Executive (C - suite) courses providers  
Senior managers development programs /courses

**New L&D projects and initiatives my company has planned for the next 12-18 months**

Manager development programme

**The key issues/challenges currently facing me are...**

Budget restrictions

**Please select services you're planning to invest with NEW external providers:**

Health & safety

Leadership development

Management development

One to one coaching

Performance improvement

**Beiersdorf AG**  
www.beiersdorf.com

**Nimisha Bhatia**  
Senior HR Business Partner



**My company's main business activities**

We are a skin care company - leading brands are NIVEA, Eucerin, La Prairie

**Business Sector**

Cosmetics, Toiletries & Detergents

**In which country do you operate?**

UAE

**Total number of employees**

200

**My position in the company**

Senior Manager

**I report directly to**

HR Director MENA

**Are you authorised locally to make decisions on management development & leadership development?**

Yes

**Length of time in HR**

10 years

**Length of time in current position**

3.5 years

**Overall L&D budget**

700,000 AED

**Amount controlled by me**

The entire budget is managed by me

**Types of solution providers (vendors) I'm looking to meet at the Summit**

Leadership development  
Executive coaching  
Change management  
Integrated working  
Agile working

**New L&D projects and initiatives my company has planned for the next 12-18 months**

Change management  
Agile working

**The key issues/challenges currently facing me are...**

Change management  
Agile working  
Executive coaching



**Please select services you're planning to invest with NEW external providers:**

- Assessment centres
- Coaching skills training
- Diversity
- Employee engagement

## **Broccoli Pizza & Pasta**

[www.broccolipizzaandpasta.com](http://www.broccolipizzaandpasta.com)

**Stephen Fleming**  
Training Manager



### **My company's main business activities**

Food & Beverage

### **Business Sector**

Food, Drink & Tobacco

### **In which country do you operate?**

UAE, KSA, Oman, UK, Estonia, India

### **Total number of employees**

500

### **My position in the company**

Senior Manager

### **I report directly to**

CEO

### **Are you authorised locally to make decisions on management development & leadership development?**

Yes

### **Length of time in HR**

2 years

### **Length of time in current position**

2 years

### **Overall L&D budget**

30,000 USD

### **Amount controlled by me**

All

### **Types of solution providers (vendors) I'm looking to meet at the Summit**

We are a new department, so I am open to meeting all vendors

### **New L&D projects and initiatives my company has planned for the next 12-18 months**

New department so open

### **The key issues/challenges currently facing me are...**

Time constraints

Distance

**Please select services you're planning to invest with NEW external providers:**

Assessment Centres  
Behavioural training  
Coaching skills training  
Communication/Interpersonal skills  
e-learning  
Employee engagement  
Employee surveys  
Experiential learning  
Gamification  
Leadership development  
Learning content  
Learning management systems (LMS)  
Learning resources  
Management development  
Performance improvement  
Trainer training

**Careem**  
www.careem.com

**Hannah Matta**  
Head of Talent, Learning & Culture



**My company's main business activities**

Careem is the leading technology platform for the greater Middle East. A pioneer of the region's ride-hailing economy.

**Business Sector**

Internet & E-commerce

**In which country do you operate?**

Across the Middle Eastern region (from Morocco to Istanbul, 15+ countries)

**Total number of employees**

3,000

**My position in the company**

Head of Department or equivalent

**I report directly to**

VP People

**Are you authorised locally to make decisions on management development & leadership development?**

Yes

**Length of time in HR**

14 years

**Length of time in current position**

1 year +

**Overall L&D budget**

Confidential

**Amount controlled by me**

Confidential

**Types of solution providers (vendors) I'm looking to meet at the Summit**

Leadership / management development  
Coaching  
Feedback are our primary behavioural learning needs  
Anyone with an Agile HR focus would be of particular interest

**New L&D projects and initiatives my company has planned for the next 12-18 months**

Leadership / management development  
Coaching  
Feedback are our primary behavioural learning needs  
Anyone with an Agile HR focus would be of particular interest.

**The key issues/challenges currently facing me are...**

Scaling learning and development in a rapid growth environment with no prior formal people processes (or mindset) in place.  
Applying people practices to autonomous teams.  
Developing solutions that align with our culture and operating system but allow flexibility for adaptation across markets.

**Please select services you're planning to invest with NEW external providers:**

- Behavioural training
- Coaching skills training
- Communication/Interpersonal skills
- Cultural/cross-cultural training
- Diversity
- Experiential learning
- Leadership development
- Learning content management systems (LCMS)
- Learning management systems (LMS)
- Performance improvement
- Succession management
- Talent management
- Talent management software
- Team development
- Virtual (VR) & augmented reality (AR)
- Women in leadership

**Cobel Darou**  
[www.cobeldarou.com/en](http://www.cobeldarou.com/en)

**Hamidreza Samadi**  
HR Director



**My company's main business activities**

Pharmaceuticals

**Business Sector**

Pharmaceutical & Health Products

**In which country do you operate?**

Iran

**Total number of employees**

750

**My position in the company**

Non-Board Director

**I report directly to**

CEO

**Are you authorised locally to make decisions on management development & leadership development?**

Yes

**Length of time in HR**

4 years

**Length of time in current position**

3 years

**Overall L&D budget**

100,000 USD AM

**Amount controlled by me**

100,000 USD AM

**Types of solution providers (vendors) I'm looking to meet at the Summit**

Talent management  
Succession plan  
Career path planning  
Individual development plan

**The key issues/challenges currently facing me are...**

Motivation factors  
Culture change  
Economic crises

**Please select services you're planning to invest with NEW external providers:**

Assessment Centres  
Behavioural training  
Communication/Interpersonal skills  
Consultancy  
Culture Change  
Distance/open learning  
e-learning  
Employee engagement  
Employee surveys  
Gamification  
Health & safety  
Leadership development  
Learning management systems (LMS)  
Management development  
Negotiation skills  
One to one coaching  
Performance management  
Presentation/spoken skills  
Psychometric training  
Succession management  
Talent management  
Team development  
Time management training  
Women in leadership



**Commercial Bank of Dubai**  
[www.cbd.ae](http://www.cbd.ae)

**Neha Mohunta**  
Head of Learning and Development



**My company's main business activities**

Leading bank in the UAE focused on providing the best value proposition to our corporate clients and servicing their business and personal banking requirements.

**Business Sector**

Banking, Finance & Insurance

**In which country do you operate?**

UAE

**Total number of employees**

1,800

**My position in the company**

Head of Department or equivalent

**Are you authorised locally to make decisions on management development & leadership development?**

Yes

**Length of time in HR**

13 years

**Length of time in current position**

1.5 years

**Overall L&D budget**

Confidential

**Amount controlled by me**

Full amount

**Types of solution providers (vendors) I'm looking to meet at the Summit**

Digital learning  
LMS  
360 degree  
Technical assessment for banking

**New L&D projects and initiatives my company has planned for the next 12-18 months**

Creating a high-performance culture  
New LMS  
Technical skill building  
Sales and account management for RMs

**The key issues/challenges currently facing me are...**

Creating maximum impact with minimum resources/budget  
Creating a 'pull' learning strategy  
Embedding a high-performance culture

**Please select services you're planning to invest with NEW external providers:**

360-degree feedback

Digital transformation

Learning management systems (LMS)

Sales transformation

**Daman**  
[www.damanhealth.ae](http://www.damanhealth.ae)

**Stephen Muldoon**  
Head of Talent Management



**My company's main business activities**

The National Health Insurance Company – Daman is the UAE's leading specialised health insurer, providing comprehensive health insurance solutions to about 3 million members in the UAE. Daman is a public joint-stock company that is 80% owned by the Abu Dhabi Government with the remaining 20% owned by Munich Re.

A provider in health care insurance, and healthcare-related expertise, members benefit from added value through unique offerings such as the disease and case management programmes.

**Business Sector**

Healthcare, Trusts & Hospitals  
Local Government

**In which country do you operate?**

MENA

**Total number of employees**

1,600

**My position in the company**

Senior Manager

**I report directly to**

Group HR Director

**Are you authorised locally to make decisions on management development & leadership development?**

Yes

**Length of time in HR**

25 Years

**Length of time in current position**

5 years working in region

**Overall L&D budget**

1,000,000 USD

**Amount controlled by me**

1,000,000 USD

**Specific L&D budgets controlled by me**

Coaching  
Leadership  
Management  
Organizational Development  
Telnet Development  
Graduate / International programmes  
Qualifications  
Learning Systems  
Engagement / Culture

**Types of solution providers (vendors) I'm looking to meet at the Summit**

Open to all new ideas, nothing in specific

**New L&D projects and initiatives my company has planned for the next 12-18 months**

Complete new learning strategy developed for future capabilities

Focus on leadership

Coaching

Organisational development

Next generation learning

**The key issues/challenges currently facing me are...**

Attracting the right talent

**Please select services you're planning to invest with NEW external providers:**

Blended learning

Coaching skills training

Cultural/cross-cultural training

Culture Change

Digital transformation

e-learning

Employee engagement

Gamification

International management skills

Leadership development

Mobile learning

Talent management software

Women in leadership

**Please list here any services not already mentioned**

Next generation learning

**Delta Partners FZ LLC**  
[www.deltapartnersgroup.com](http://www.deltapartnersgroup.com)

**Kate Brenton**  
Talent Manager



**My company's main business activities**

We are the leading advisory and investment firm specialised in the telecoms, media and tech (TMT) industry. Our multi-disciplinary advisory services bring together strategic, technical, financial and operational advice combined with execution support to our clients globally. Our investment services include private equity and also extend to direct investments into TMT companies, while leveraging the unique synergies from our integrated business model.

**Business Sector**

Consulting & Professional Services

**In which country do you operate?**

Global

**Total number of employees**

200

**My position in the company**

Senior Manager

**I report directly to**

Global HR Director

**Are you authorised locally to make decisions on management development & leadership development?**

Yes

**Length of time in HR**

10 years

**Length of time in current position**

1 year

**Overall L&D budget**

500,000 US

**Amount controlled by me**

350,000 US

**Types of solution providers (vendors) I'm looking to meet at the Summit**

High level cultural transformation  
In house psychometric testing  
Professional services external trainers  
Change implementation

**New L&D projects and initiatives my company has planned for the next 12-18 months**

Competency framework revamp  
Cultural change  
Revamp current mentor programme  
Train the trainer programme  
Gender diversity programmes  
Implementing a new learning management system - tracking & feedback

**The key issues/challenges currently facing me are...**

Perception of training

The way training is delivered by consultants and team members - lecture style

Time - last minute changes, cancellations

Lack of buy in from senior team

**Please select services you're planning to invest with NEW external providers:**

Behavioural training

Coaching skills training

Communication/Interpersonal skills

Competency-based learning

Culture Change

Diversity

Employee surveys

Gamification

Learning management systems (LMS)

One to one coaching

Outsourced training services

Performance improvement

Psychometric training

Succession management

Talent management

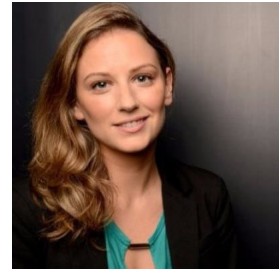
Trainer training

Training venues

Women in leadership

**Delta Partners FZ LLC**  
www.deltapartnersgroup.com

**Laura Berenguer**  
Global Human Resources Director



**My company's main business activities**

An advisory and investment platform in the telecoms, media and tech space

**Business Sector**

Consulting & Professional Services

**In which country do you operate?**

United Arab Emirates, Singapore, Spain, South Africa, United States

**Total number of employees**

200

**My position in the company**

Head of Department or equivalent

**I report directly to**

CEO

**Are you authorised locally to make decisions on management development & leadership development?**

Yes

**Length of time in HR**

15 years

**Length of time in current position**

11 years

**Overall L&D budget**

450,000 USD

**Amount controlled by me**

1,000,000 USD (includes all aspects of HR: Recruitment, L&D, Employee relations, Comp & Benefits)

**Specific L&D budgets controlled by me**

Executive coaching, Learning platforms, training events, etc

**Types of solution providers (vendors) I'm looking to meet at the Summit**

Training providers: soft skills (i.e. leadership, presentation skills, coaching & mentoring), content specific (i.e. telecom, technology, media)

Consulting skills

Training platforms: micro-training options, etc

**New L&D projects and initiatives my company has planned for the next 12-18 months**

Executive coaching for leadership

Content specific speakers

Gamification



**The key issues/challenges currently facing me are...**

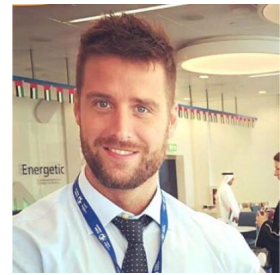
Attendance to training events  
Monitoring return on investment on training expenditure

**Please select services you're planning to invest with NEW external providers:**

Apprenticeship development  
Assertiveness  
Assessment Centres  
Behavioural training  
Coaching skills training  
Communication/Interpersonal skills  
Commercial/business acumen  
Consultancy  
Cultural/cross-cultural training  
Culture Change  
Customer experience training  
Digital transformation  
Distance/open learning  
Diversity  
e-learning  
Email & virtual communications  
Employee engagement  
Experiential learning  
Gamification  
IT tools and systems  
Microlearning  
Mobile learning  
One to one coaching  
Performance improvement  
Presentation/spoken skills  
Psychometric training  
Talent management  
Trainer training  
Virtual (VR) & augmented reality (AR)  
Women in leadership

**Dubai Airports**  
[www.dubaiairports.ae](http://www.dubaiairports.ae)

**Lisandro Maturo**  
Manager - Training | Talent Assessment & Development



**My company's main business activities**

Airport infrastructure and service provider for dxb and dwc Airports

**Business Sector**

Aviation

**In which country do you operate?**

UAE

**Total number of employees**

3000

**My position in the company**

Senior Manager

**I report directly to**

Head of Department

**Are you authorised locally to make decisions on management development & leadership development?**

To a certain extent

**Length of time in HR**

11 years

**Length of time in current position**

2.5 years

**Overall L&D budget**

Confidential

**Amount controlled by me**

Confidential

**Types of solution providers (vendors) I'm looking to meet at the Summit**

Technology leaders in learning  
Leadership development experts  
Innovation and design thinking

**New L&D projects and initiatives my company has planned for the next 12-18 months**

L&D technology AR and more online digital learning

**The key issues/challenges currently facing me are...**

Engaging a busy workforce in self driven learning that doesn't always guarantee promotion!

**Please select services you're planning to invest with NEW external providers:**

360 degree feedback  
Behavioural training  
Blended learning  
Coaching skills training  
Consultancy  
Customer experience training  
Digital transformation  
Drama centred learning/role-play  
e-learning  
Executive education  
Experiential learning  
Gamification  
International management skills  
Language training  
Trainer training  
Virtual (VR) & augmented reality (AR)

**Emirates Group**  
www.emirates.com

**Kaizad Deboo**  
Leadership & Talent Partner



**My company's main business activities**

Emirates is one of the world's fastest growing airlines. Based in Dubai, Emirates connects people all over the world to a network of over 160 destinations.

dnata is one of the world's largest air services providers, offering ground handling, cargo, catering and travel services to more than 400 airlines in over 80 countries on 6 continents.

**Business Sector**

Aviation

**In which country do you operate?**

United Arab Emirates

**Total number of employees**

100,000

**I report directly to**

Head of Talent Optimization

**Are you authorised locally to make decisions on management development & leadership development?**

No - Can scope and advise the leadership team

**Length of time in HR**

5 years

**Length of time in current position**

5 years

**Overall L&D budget**

60,900,000 AED

**Amount controlled by me**

It is a centralised budget. The expenditure is based on the need and thus the call is taken by the department heads.

**Types of solution providers (vendors) I'm looking to meet at the Summit**

Talent optimisation/people development

**New L&D projects and initiatives my company has planned for the next 12-18 months**

Confidential

**The key issues/challenges currently facing me are...**

Change management / transformation into the future of work

**Please select services you're planning to invest with NEW external providers:**

- Digital transformation
- Executive education
- Experiential learning
- Gamification
- Leadership development
- Microlearning
- Performance management
- Succession management
- Talent management
- Team development
- Training and development seminars

**Expo 2020 Dubai**  
[www.expo2020.ae](http://www.expo2020.ae)

**Emma Seymour**  
Vice President of Worker Welfare - Real Estate and Delivery



**My company's main business activities**

EXPO 2020 Dubai. They deliver the best World EXPO and the first in the Middle East.

**Business Sector**

Building & Construction  
Government Agency

**In which country do you operate?**

Dubai, United Arab Emirates

**Total number of employees**

30,000

**My position in the company**

Head of Department or equivalent

**I report directly to**

Chief Infrastructure & Delivery Officer

**Are you authorised locally to make decisions on management development & leadership development?**

Yes

**Length of time in HR**

17 years

**Length of time in current position**

0.4 years

**Overall L&D budget**

2,000,000 AED

**Amount controlled by me**

2,000,000 AED

**Types of solution providers (vendors) I'm looking to meet at the Summit**

Health & safety  
Lead auditor training  
Specialist employment practice practitioners

**New L&D projects and initiatives my company has planned for the next 12-18 months**

Health & safety training  
Visual impact training

**The key issues/challenges currently facing me are...**

Lack of HR knowledge in associated companies

**Please select services you're planning to invest with NEW external providers:**

- Apprenticeship development
- Assessment Centres
- Behavioural training
- Communication/Interpersonal skills
- Compliance training
- Consultancy
- Culture Change
- Drama centred learning/role-play

**Fiat Chrysler Automobiles Middle East FZE**  
[www.fcagroup.com/en-US/Pages/home](http://www.fcagroup.com/en-US/Pages/home)

**Sarah Chambers**  
Head of HR - Middle East



**My company's main business activities**

Automotive business

**Business Sector**

Motor Vehicles

**In which country do you operate?**

UAE

**Total number of employees**

88

**My position in the company**

Head of Department or equivalent

**I report directly to**

CEO/Managing Director

**Are you authorised locally to make decisions on management development & leadership development?**

Yes

**Length of time in HR**

15 years

**Length of time in current position**

2.5 years

**Overall L&D budget**

Confidential

**Amount controlled by me**

Confidential

**Types of solution providers (vendors) I'm looking to meet at the Summit**

I am not at liberty to disclose this information however I will select vendors that are relevant to my needs

**New L&D projects and initiatives my company has planned for the next 12-18 months**

I will be able to elaborate further in 1:1 meetings

**The key issues/challenges currently facing me are...**

I will be able to elaborate further in 1:1 meetings



**Please select services you're planning to invest with NEW external providers:**

Language training

## **First Abu Dhabi Bank**

<https://www.bankfab.com/en-ae/about-fab>

### **Deepti Ahluwalia**

Vice President, Talent Management, Group Human Resources



### **My company's main business activities**

FAB, the UAE's largest bank and one of the world's largest and safest institutions, offers an extensive range of tailor-made solutions, and products and services, to provide a customised experience. Through its strategic offerings, it looks to meet the banking needs of customers across the world via its market-leading Corporate and Investment Banking and Personal Banking franchises.

### **Business Sector**

Banking, Finance & Insurance

### **In which country do you operate?**

UAE and 19 other international locations

### **Total number of employees**

9000

### **My position in the company**

Head of Department or equivalent

### **I report directly to**

Head of Learning, Talent, Organisational Development, Emiritisation & Internal communications

### **Are you authorised locally to make decisions on management development & leadership development?**

Yes

### **Length of time in HR**

20 years

### **Length of time in current position**

6 years

### **Overall L&D budget**

Over 500,000 USD

### **Amount controlled by me**

Over 200,000 USD

### **Specific L&D budgets controlled by me**

Leadership and talent initiatives

### **Types of solution providers (vendors) I'm looking to meet at the Summit**

Providers of talent management and leadership development solutions

### **New L&D projects and initiatives my company has planned for the next 12-18 months**

Leadership development, assessments and all talent related initiatives

### **The key issues/challenges currently facing me are...**

Would like to know more about the latest trends in talent management and leadership development

### **Please select services you're planning to invest with NEW external providers:**

Behavioural training

Blended learning  
Coaching skills training  
Digital transformation  
Executive education  
Leadership development  
Management development  
Mobile learning  
Nationally accredited training courses  
One to one coaching

**Four Points by Sheraton**  
www.marriott.com

**Carole Keyrouz**  
Training Manager - Complex



**My company's main business activities**

Hotels, resorts, restaurants, cruise ships..

**Business Sector**

Food, Drink & Tobacco  
Hospitality

**In which country do you operate?**

United Arab Emirates

**Total number of employees**

450

**My position in the company**

Head of Department or equivalent

**I report directly to**

Complex Director of Human Resources

**Are you authorised locally to make decisions on management development & leadership development?**

Yes

**Length of time in HR**

4 years

**Length of time in current position**

1 year

**Overall L&D budget**

Approx. 200,000 AED

**Amount controlled by me**

All of the amount is controlled by me

**Types of solution providers (vendors) I'm looking to meet at the Summit**

Leadership development vendors

**New L&D projects and initiatives my company has planned for the next 12-18 months**

2019 L&D strategy launch after the Marriott International Integration

**The key issues/challenges currently facing me are...**

Being a 24/7 business it's difficult to get things done in terms of compliance training for example  
Openness to E-learning  
Declining business in the UAE market hence declining interest & investment in L&D

**Please select services you're planning to invest with NEW external providers:**

360 degree feedback

Behavioural training

Coaching skills training

e-learning

Leadership development

Performance improvement

Performance management

**GB Auto**  
[www.ghabbour.com](http://www.ghabbour.com)

**George Sedky**  
Chief Human Resource Officer



**My company's main business activities**

GB Auto is a true Egyptian success story, having grown from a family concern into a domestic & regional automotive & financial services company.

The company is innovative, resilient and focused on growth — creating brands to fill market gaps, expanding its expertise from assembly to manufacturing to after-sales and training, and providing financial services to its customers, expanding its geographic footprint, and pursuing partnerships with global OEMs. For more than 70 years, GB Auto has thrived under the leadership of one of Egypt's visionary business families.

**Business Sector**

Banking, Finance & Insurance  
Industrial Engineering  
Mechanical Engineering  
Motor Vehicles  
Transport & Logistics

**In which country do you operate?**

Egypt, UAE, Jordan, Iraq, Algeria & Africa

**Total number of employees**

13,000

**My position in the company**

Board Director

**I report directly to**

CEO

**Are you authorised locally to make decisions on management development & leadership development?**

Yes

**Length of time in HR**

15 years

**Length of time in current position**

4 years

**Overall L&D budget**

5,000,000 USD

**Amount controlled by me**

Entire budget is controlled by myself

**Types of solution providers (vendors) I'm looking to meet at the Summit**

Talent Solutions providers  
L&D providers

**New L&D projects and initiatives my company has planned for the next 12-18 months**

Executive coaching  
Leadership development programs

**The key issues/challenges currently facing me are...**

Regional partners have the knowledge to work with our diversified culture

**Please select services you're planning to invest with NEW external providers:**

360 degree feedback  
Assessment Centres  
Behavioural training  
Blended learning  
Coaching skills training  
Competency-based learning  
Consultancy  
Cultural/cross-cultural training  
Employee engagement  
Employee surveys

**Habtoor City**  
www.hiltonworldwide.com

**Michelle Telfer**  
Director of Human Resources



**My company's main business activities**

Hospitality and Leisure

**Business Sector**

Hospitality  
Other

**In which country do you operate?**

UAE

**Total number of employees**

1,800

**My position in the company**

Senior Manager

**I report directly to**

Complex General Manager

**Are you authorised locally to make decisions on management development & leadership development?**

Yes

**Length of time in HR**

19 years

**Length of time in current position**

1 year 2 months

**Overall L&D budget**

500,000 AED

**Amount controlled by me**

All

**Types of solution providers (vendors) I'm looking to meet at the Summit**

Management development  
Team building  
Employee engagement and retention

**New L&D projects and initiatives my company has planned for the next 12-18 months**

Refresh career development

**The key issues/challenges currently facing me are...**

Need a fresh approach



**Please select services you're planning to invest with NEW external providers:**

360 degree feedback

Competency-based learning

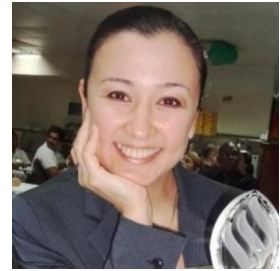
Culture Change

Outdoor/activity based learning

Psychometric training

**Habtoor Grand Resort Autograph Collection**  
[www.marriott.co.uk/hotels/travel/dxbhg-habtoor-gra](http://www.marriott.co.uk/hotels/travel/dxbhg-habtoor-gra)

**Mukhaiyo Abdullaeva**  
Director of Learning and Development



**My company's main business activities**

Habtoor Grand Resort, Autograph Collection, A Marriott Luxury & Lifestyle Hotel has 446 guest rooms and suites, 14 themed bars and restaurants serving cuisine from around the world. Guests can enjoy 30 different relaxing facial and body treatments at the Elixir Spa. The Resort also has 4 tennis courts, 2 squash courts, 2 racquetballs courts and a kids' club.

**Business Sector**

Hospitality

**In which country do you operate?**

UAE

**Total number of employees**

650

**My position in the company**

Head of Department or equivalent

**I report directly to**

Hotel Manager

**Are you authorised locally to make decisions on management development & leadership development?**

Yes

**Length of time in HR**

13 years

**Length of time in current position**

3 years

**Overall L&D budget**

Approx. 450,000 AED

**Amount controlled by me**

Approx. 450,000 AED

**Specific L&D budgets controlled by me**

Mandatory training

**Types of solution providers (vendors) I'm looking to meet at the Summit**

Strategy day for the Senior Management

**New L&D projects and initiatives my company has planned for the next 12-18 months**

Specific Job-related training for managers

**The key issues/challenges currently facing me are...**

Limited budget for external training

**Please select services you're planning to invest with NEW external providers:**

Culture Change

Employee engagement

Financial/accountancy training

Gamification

Learning management systems (LMS)

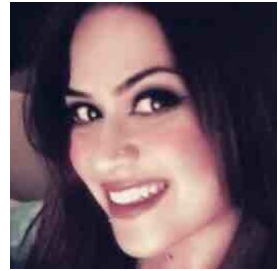
Open programmes

Psychometric training

Video training

**Hapag-Lloyd**  
www.hapag-lloyd.com

**Sidra Ahmed**  
Talent Development Manager - Region Middle East



**Business Sector**

Transport & Logistics

**My company's main business activities**

Hapag-Lloyd is one of the largest container lines in the world and a leader in the global container shipping industry. 219 modern ships with a capacity of 1.6 million TEU (Twenty-foot Equivalent Unit), makes us go where you need us.

**In which country do you operate?**

Region Middle East

**Total number of employees**

1,220

**My position in the company**

Senior Manager

**I report directly to**

Director HR

**Are you authorised locally to make decisions on management development & leadership development?**

Yes

**Length of time in HR**

9 years

**Length of time in current position**

3 years

**Overall L&D budget**

Approx. 300,000 USD

**Amount controlled by me**

Approx. 300,000 USD

**Specific L&D budgets controlled by me**

Individual Employee specific training (In- house or public)  
Leadership development programs  
Training related to targeted development programs for high potential employees  
Global short term, medium term and long-term assignments

**Types of solution providers (vendors) I'm looking to meet at the Summit**

Typically engage with all and understand their unique offers that suits my business needs

**New L&D projects and initiatives my company has planned for the next 12-18 months**

Employee engagement programs/surveys  
Regular standardised training across the organisation  
Leadership training  
Improving employee performance review (process)

**The key issues/challenges currently facing me are...**

Performance review process

Some policies (like work life balance, on women inclusion at workplace, study leave policy)

Leadership training programs for director level above

**Please select services you're planning to invest with NEW external providers:**

360 degree feedback

Assessment Centres

Blended learning

Communication/Interpersonal skills

Commercial/business acumen

Competency-based learning

Cultural/cross-cultural training

Customer experience training

Diversity

Drama centred learning/role-play

e-learning

Email & virtual communications

Employee engagement

Employee surveys

Executive education

Experiential learning

Gamification

Leadership development

Learning content management systems (LCMS)

Learning management systems (LMS)

Management development

Mobile learning

Negotiation skills

Open programmes

Outdoor/activity based learning

Outsourced training services

Performance improvement

Performance management

Presentation/spoken skills

Project management training

Psychometric training

Sales transformation

Succession management

Talent management

Talent management software

Team development

Time management training

Trainer training

Training and development seminars

Training venues

Women in leadership

**Hilti**  
[www.hilti.group](http://www.hilti.group)

**Lesley Padua**  
Head of Regional Learning and Leadership Development  
Middle East, Turkey & Africa



**My company's main business activities**

Hilti services the professional construction industry. We offer software for design, products and tools for work onsite, training, testing and consultancy. The Hilti Corporation is a Liechtenstein family owned multinational company that develops, manufactures, and markets products for the construction, building maintenance, energy and manufacturing industries, mainly to the professional end-user. We are a business to business direct sales organisation.

**Business Sector**

Building & Construction  
Construction  
Consulting & Professional Services  
Industrial Engineering  
Mechanical Engineering

**In which country do you operate?**

Middle East, Turkey & Africa

**Total number of employees**

2,245

**My position in the company**

Senior Manager

**I report directly to**

Regional Head of HR

**Are you authorised locally to make decisions on management development & leadership development?**

Yes

**Length of time in HR**

12 years +

**Length of time in current position**

2 years +

**Overall L&D budget**

500,000 AED

**Types of solution providers (vendors) I'm looking to meet at the Summit**

Psychometric assessments and tools for leadership development  
Online assessment software for testing and course management

**New L&D projects and initiatives my company has planned for the next 12-18 months**

Talent development program  
Looking also for an external course manager for storytelling

**The key issues/challenges currently facing me are...**

GDPR related issues with online vendors and learning software

**Please select services you're planning to invest with NEW external providers:**

Assessment Centres

Behavioural training

Communication/Interpersonal skills

Experiential learning

Leadership development

Negotiation skills

Psychometric training

Talent management software

Training administration software

Training video production

Virtual (VR) & augmented reality (AR)

**Injazat Data Systems**  
www.injazat.com

**Gary Hazel**  
Head of Learning & Development



**My company's main business activities**

Injazat is focused on IT Outsourcing and Digital Transformation

**Business Sector**

Computer Software  
Consulting & Professional Services  
Internet & E-commerce

**In which country do you operate?**

United Arab Emirates

**Total number of employees**

1,000

**My position in the company**

Head of Department or equivalent

**I report directly to**

HR Director

**Are you authorised locally to make decisions on management development & leadership development?**

Yes

**Length of time in HR**

20 years+

**Length of time in current position**

11 years

**Overall L&D budget**

3,000,000 AED

**Amount controlled by me**

3,000,000 AED

**Types of solution providers (vendors) I'm looking to meet at the Summit**

HR Analytics software solutions  
Assessment solutions for leaders  
Leadership development & executive coaching  
Succession planning & talent management  
Employee engagement

**New L&D projects and initiatives my company has planned for the next 12-18 months**

Succession planning  
Leadership development  
Emiratization for 'Train for Work'  
People analytics



**The key issues/challenges currently facing me are...**

Learning needs analysis and using artificial intelligence (AI) to automate and predict  
Using people data for predictive analytics to support succession planning & talent management

**Please select services you're planning to invest with NEW external providers:**

Assessment Centres  
Blended learning  
Competency-based learning  
Culture Change  
Digital transformation  
e-learning  
Employee engagement  
Leadership development  
Talent management  
Talent management software

**Please list here any services not already mentioned**

Predictive analytics for people data

**Liwa Trading Enterprises**  
liwastores.com

**Natalie Gleeson**  
Head of HR



**My company's main business activities**

Retail Business

**Business Sector**

Retail & Wholesale Trade

**In which country do you operate?**

UAE, KSA, Oman, Qatar, Kuwait and Bahrain

**Total number of employees**

1,500

**My position in the company**

Head of Department or equivalent

**I report directly to**

Chief Executive Officer

**Are you authorised locally to make decisions on management development & leadership development?**

Yes

**Length of time in HR**

18 years

**Length of time in current position**

2.5 years

**Overall L&D budget**

Budget is open for discussion

**Amount controlled by me**

Budget is open for discussion

**Types of solution providers (vendors) I'm looking to meet at the Summit**

At this point we do not have a dedicated L&D team so I am looking to understand what is available.

**New L&D projects and initiatives my company has planned for the next 12-18 months**

We need guidance on this as we have no L&D in play at the moment.

**The key issues/challenges currently facing me are...**

We are an established business but with no L&D so the challenge is launching this into the organisation.

**Please select services you're planning to invest with NEW external providers:**

- 360 degree feedback
- Assessment Centres
- Behavioural training
- Blended learning
- Coaching skills training
- Competency-based learning
- Digital transformation
- Health & safety
- Leadership development
- Management development
- Performance improvement
- Presentation/spoken skills
- Team development

**Masafi Water**  
www.masafi.com

**Emma Davies**  
HR Director

**Stephanie Bergin**  
HR Manager



**My company's main business activities**

Masafi Water – FMCG

**Business Sector**

Food, Drink & Tobacco

**In which country do you operate?**

UAE

**Total number of employees**

1,350

**My position in the company**

Non-Board Director

**I report directly to**

CEO

**Are you authorised locally to make decisions on management development & leadership development?**

Yes

**Length of time in HR**

10 years

**Length of time in current position**

New to my role

**Overall L&D budget**

1,000,000 AED

**Amount controlled by me**

1,000,000 AED

**Specific L&D budgets controlled by me**

All

**Types of solution providers (vendors) I'm looking to meet at the Summit**

All solutions as moving into a new role

**New L&D projects and initiatives my company has planned for the next 12-18 months**

Talent management  
Succession planning  
Wellness  
Women's development  
High potential programmes  
Online learning  
Sales training  
Customer service training

**The key issues/challenges currently facing me are...**

New business  
New culture and new industry with no training plan at present

**Please select services you're planning to invest with NEW external providers:**

360 degree feedback  
Assertiveness  
Assessment Centres  
Behavioural training  
Blended learning  
Coaching skills training  
Communication/Interpersonal skills  
Competency-based learning  
Customer experience training  
Digital transformation  
Diversity  
e-learning  
Employee engagement  
Employee surveys  
Executive education  
Health & safety  
International management skills  
IT tools and systems  
Language training  
Leadership development  
Learning management systems (LMS)  
Learning resources  
Management development  
Nationally accredited training courses  
Negotiation skills  
One to one coaching  
Performance improvement  
Performance management  
PR/media skills  
Presentation/spoken skills  
Profiling  
Psychometric training  
Sales transformation  
Succession management  
Talent management  
Team development  
Telephone techniques  
Time management training  
Trainer training  
Training administration software  
Training venues  
Video training  
Virtual (VR) & augmented reality (AR)  
Women in leadership

**MENA Energy Values**  
[www.menaenergy.ae](http://www.menaenergy.ae)

**Sarka Zimova**  
HR Manager



**My company's main business activities**

Mena Energy Ventures is a young start-up that looks into bringing digital innovation into Oil & Gas and other industries. We are building technical solutions for our clients that change the way the industry works. Our team of Tech experts creates mobile applications that allow our clients to be more effective and efficient. Mena Energy Ventures is the creator of Cafu - region's first on demand fuel delivery service.

**Business Sector**

Energy & Utilities  
Internet & E-commerce

**In which country do you operate?**

Currently in UAE, with plans to expand to the GCC region.

**Total number of employees**

60

**My position in the company**

Head of Department or equivalent

**I report directly to**

Head of Mena Energy Ventures

**Are you authorised locally to make decisions on management development & leadership development?**

Yes

**Length of time in HR**

15 years +

**Length of time in current position**

1 year

**Overall L&D budget**

200,000 USD

**Amount controlled by me**

Overall HR budget which is over 500,000 USD

**Types of solution providers (vendors) I'm looking to meet at the Summit**

E-learning providers  
Training providers  
Professional bodies - CIPD  
Payroll & benefits providers - companies providing benchmark data for example  
HR Software providers  
Vendors providing relocation support for employees transferring to Dubai from other locations  
Coaches

**New L&D projects and initiatives my company has planned for the next 12-18 months**

Performance management  
E-learning platform  
Internship program  
Mentoring program

**The key issues/challenges currently facing me are...**

New HR team and start up culture with constant change  
Company culture that is not yet a learning culture with pro-active employees  
HR not being the top priority for some members of the management

**Please select services you're planning to invest with NEW external providers:**

Assessment Centres  
e-learning  
Experiential learning  
Mobile learning  
Team development

**Millennium & Copthorne Hotels Plc**  
www.millenniumhotels.com

**Deepak Kunnath**  
Director of Learning and Development



**My company's main business activities**

Hotels and resorts

**Business Sector**

Hospitality

**In which country do you operate?**

UAE

**Total number of employees**

600

**My position in the company**

Senior Manager

**I report directly to**

General Manager

**Are you authorised locally to make decisions on management development & leadership development?**

Yes

**Length of time in HR**

12 years

**Length of time in current position**

6 years

**Overall L&D budget**

129,118 USD

**Amount controlled by me**

129,118 USD

**Specific L&D budgets controlled by me**

All training

**Types of solution providers (vendors) I'm looking to meet at the Summit**

Gamification

**New L&D projects and initiatives my company has planned for the next 12-18 months**

Gamification

**The key issues/challenges currently facing me are...**

Time



**Please select services you're planning to invest with NEW external providers:**

- 360 degree feedback
- Behavioural training
- Blended learning
- Coaching skills training
- Competency-based learning
- e-learning
- Executive education
- Experiential learning
- Gamification
- Training video production

**Millennium Hotels & Resorts**  
www.millenniumhotels.com

**Tripat Mehrotra**  
Associate Director Learning & Development  
Middle East & Africa



**My company's main business activities**

Hotels & Resorts

**Business Sector**

Hospitality

**In which country do you operate?**

Middle East, Africa and Turkey

**Total number of employees**

4,500

**My position in the company**

Senior Manager

**I report directly to**

COO

**Are you authorised locally to make decisions on management development & leadership development?**

Yes

**Length of time in HR**

18 years +

**Length of time in current position**

1.5 years

**Overall L&D budget**

70,000 USD

**Amount controlled by me**

All

**Specific L&D budgets controlled by me**

Assessment centre  
Education assistance

**Types of solution providers (vendors) I'm looking to meet at the Summit**

Assessment centers & education providers

**New L&D projects and initiatives my company has planned for the next 12-18 months**

GM development programme  
Mentoring  
Coaching  
Business case

**Please select services you're planning to invest with NEW external providers:**

- Assertiveness
- Assessment Centres
- Gamification
- Language training

**Nikki Beach Resort & Spa**  
[www.nikkibeachhotels.com](http://www.nikkibeachhotels.com)

**Yvonne Wang**  
Director of Talent Resources & Development



**My company's main business activities**

Luxury beach club concept that combines the elements of music, dining, entertainment, fashion, film and art into one. Today, the Nikki Beach concept has transcended its international venues and grown into a global, multifaceted luxury lifestyle and hospitality brand comprised of a Beach Club Division; a Hotels & Resorts Division; a Lifestyle Division; a Special Events Division and Nikki Cares, a 501c3 Non-Profit Charity Division.

**Business Sector**

Hospitality

**In which country do you operate?**

Dubai, UAE

**Total number of employees**

350

**My position in the company**

Head of Department or equivalent

**I report directly to**

General Manager

**Are you authorised locally to make decisions on management development & leadership development?**

Yes

**Length of time in HR**

15 years

**Length of time in current position**

7 years

**Overall L&D budget**

400,000 AED

**Types of solution providers (vendors) I'm looking to meet at the Summit**

Learning & development trend and best practices  
New tools and technology

**New L&D projects and initiatives my company has planned for the next 12-18 months**

Leadership development  
Emotional intelligence assessment

**Please select services you're planning to invest with NEW external providers:**

Apprenticeship development  
Assessment Centres  
Behavioural training  
Coaching skills training  
Communication/Interpersonal skills  
Commercial/business acumen  
Customer experience training  
Digital transformation  
Distance/open learning  
e-learning  
Email & virtual communications  
Employee engagement  
Executive education  
Language training  
Leadership development  
Management development  
Negotiation skills  
Performance improvement  
Performance management  
Presentation/spoken skills  
Profiling  
Psychometric training  
Trainer training

**Novo Nordisk Africa & Middle East**  
[www.novonordisk.com](http://www.novonordisk.com)

**Marea O'Sullivan**  
Head of Leadership and Talent Development



**My company's main business activities**

Novo Nordisk is a global healthcare company with more than 90 years of innovation and leadership in diabetes care. They are also world leaders in obesity care

**Business Sector**

Pharmaceutical & Health Products

**In which country do you operate?**

HQ in Denmark. Global operations.

**Total number of employees**

42,000

**My position in the company**

Senior Manager

**Length of time in HR**

25 years

**Length of time in current position**

3.5 years as Head of Leadership & Talent MEA. 3 months in Global Leadership role.

**Overall L&D budget**

Not yet agreed

**Types of solution providers (vendors) I'm looking to meet at the Summit**

Digital

Coaching

Those capable of providing high level, innovative solutions to top 300

**New L&D projects and initiatives my company has planned for the next 12-18 months**

Digital offerings

Global coaching

Offering for top 300

**The key issues/challenges currently facing me are...**

Competition in the market

Innovation

Importance given to leadership

Self-directed learning

**Please select services you're planning to invest with NEW external providers:**

Distance/open learning

IT tools and systems

Microlearning

Mobile learning

**RAK Ceramics PJSC**  
www.rakceramics.com

**Pradeep Pande**  
CHRO



**My company's main business activities**

Manufacturing & marketing of tiles, sanitary ware, table ware and faucets. We are one of the world's largest tile manufacturing company having manufacturing sites at Ras Al Khaimah in UAE, India, Bangladesh and Iran. We sell our products in over 150 countries.

**Business Sector**

Other

**In which country do you operate?**

Manufacturing in UAE, India, Bangladesh and Iran. Saleas in Middle East, GCC, Africa, Asia Pacific, ANZ, Europe ans North America

**Total number of employees**

11,000

**My position in the company**

Head of Department or equivalent

**I report directly to**

Group CEO

**Are you authorised locally to make decisions on management development & leadership development?**

Yes

**Length of time in HR**

20 years as Head of HR, also prior 20 years experience in HR

**Length of time in current position**

3 years 3 months

**Overall L&D budget**

500,000 AED

**Amount controlled by me**

375,000 AED

**Specific L&D budgets controlled by me**

Management development programs  
Leadership development programs  
Project management  
Mentorship & coaching  
Functional skills development  
Competency assessment & development

**Types of solution providers (vendors) I'm looking to meet at the Summit**

Assessment tools  
All solutions  
Coaching skills development  
People development for next level



**New L&D projects and initiatives my company has planned for the next 12-18 months**

Assessment of middle & senior management  
Leadership development  
Coaching the successors

**The key issues/challenges currently facing me are...**

Dynamic business situation  
Rationalisation of work force

**Please select services you're planning to invest with NEW external providers:**

360 degree feedback  
Assessment Centres  
Coaching skills training  
Competency-based learning  
Cultural/cross-cultural training  
Culture Change  
Drama centred learning/role-play  
e-learning  
Employee engagement  
Experiential learning  
Gamification  
Health & safety  
International management skills  
Language training  
Leadership development  
Learning management systems (LMS)  
Management development  
Mobile learning  
Negotiation skills  
One to one coaching  
Performance improvement  
Performance management  
Presentation/spoken skills  
Psychometric training  
Talent management  
Talent management software  
Time management training  
Trainer training

**Please list here any services not already mentioned**

Competency assessment

**Roche Diagnostic Middle East**  
www.roche.co.uk

**Muna Al Mazam**  
Head of Talent & Learning & Development



**My company's main business activities**

Healthcare

**Business Sector**

Healthcare, Trusts & Hospitals

**In which country do you operate?**

Dubai

**Total number of employees**

500

**My position in the company**

Head of Department or equivalent

**I report directly to**

Head of HR Middle East

**Are you authorised locally to make decisions on management development & leadership development?**

Yes

**Length of time in HR**

10 years

**Length of time in current position**

1 year

**Overall L&D budget**

1,800,000 AED

**Amount controlled by me**

1,800,000 AED

**Specific L&D budgets controlled by me**

All learning activities related to soft skills, behavioral and leadership

**Types of solution providers (vendors) I'm looking to meet at the Summit**

Learning and Talent related and employee engagement

**New L&D projects and initiatives my company has planned for the next 12-18 months**

Virtual reality training  
Blended learning approaches  
Bite size learning  
New learning management system

**The key issues/challenges currently facing me are...**

The retention of learning and the utilization of knowledge after the training is done  
Sustaining a healthy talent pipeline in a challenging and competitive market

**Please select services you're planning to invest with NEW external providers:**

Assessment Centres  
Behavioural training  
Blended learning  
Coaching skills training  
Communication/Interpersonal skills  
Competency-based learning  
Cultural/cross-cultural training  
Culture Change  
Customer experience training  
e-learning  
Experiential learning  
Gamification  
Leadership development  
Nationally accredited training courses  
Negotiation skills  
Psychometric training  
Sales transformation  
Succession management  
Time management training  
Virtual (VR) & augmented reality (AR)

## Rotana Hotels

[www.rotana.com](http://www.rotana.com)

### Jennifer Bonaobra- Chavez

Director of Learning and Development



### My company's main business activities

Our company is part of the hospitality industry and we are committed to creating and providing a "Treasured Time" experience for all of our guests, colleagues, partners and owners.

### Business Sector

Hospitality

### In which country do you operate?

MENA region, Turkey, Lebanon, Congo, Iraq

### Total number of employees

12,000

### My position in the company

Head of Department or equivalent

### I report directly to

General Manager and Associate Vice President for Learning and Development

### Are you authorised locally to make decisions on management development & leadership development?

Some

### Length of time in HR

15 -17 years

### Length of time in current position

6 years

### Overall L&D budget

19,750 USD

### Amount controlled by me

19,750 USD - budget allocated per colleague is \$50/year. Rotana has a wide selection/ coverage of its programmes conducted internally.

### Types of solution providers (vendors) I'm looking to meet at the Summit

Online training solutions

### New L&D projects and initiatives my company has planned for the next 12-18 months

Online performance management

### The key issues/challenges currently facing me are...

LD is a least priority in the current workplace scenarios, leading to lack of support to the department; the challenge of keeping colleagues interested to learn and develop themselves; LD efficiency

**Please select services you're planning to invest with NEW external providers:**

- Commercial/business acumen
- Distance/open learning
- e-learning
- Gamification
- Learning content management systems (LCMS)
- Learning management systems (LMS)
- Outdoor/activity based learning
- Succession management
- Training and development seminars

**Securitas Security Services**  
www.securitas.ae

**Liesbeth Schiavo**  
HR Director UAE



**My company's main business activities**

We provide security packages to businesses. Our solutions would include all kind of security services, such as security and safety policies and procedures, risk assessments, specialized guarding, technology, remote services, mobile services, background screening, cash in transit, specialised training and much more. We are specialised in retail, education, data centres, business centres, transportation and logistics.

**Business Sector**

Security & Protective Services

**In which country do you operate?**

55 countries in the world

**My position in the company**

Non-Board Director

**I report directly to**

Country President

**Are you authorised locally to make decisions on management development & leadership development?**

Yes

**Length of time in HR**

15 years

**Length of time in current position**

2 years

**Overall L&D budget**

We do not have a specific L&D budget and the decision is taken by myself and the Board

**Amount controlled by me**

We do not have a specific L&D budget and the decision is taken by myself and the Board

**Types of solution providers (vendors) I'm looking to meet at the Summit**

Companies that provide innovative ways of doing training and also who can help me developing a project that I am currently working on and will involve about 16 countries

**New L&D projects and initiatives my company has planned for the next 12-18 months**

The Leaders of the Future

**Please select services you're planning to invest with NEW external providers:**

360 degree feedback  
Apprenticeship development  
Assertiveness  
Behavioural training  
Blended learning  
Coaching skills training  
Commercial/business acumen  
Cultural/cross-cultural training  
Culture Change  
Customer experience training  
Distance/open learning  
Diversity  
e-learning  
Employee engagement  
Executive education  
Gamification  
International management skills  
Language training  
Leadership development  
Learning management systems (LMS)  
Mobile learning  
Nationally accredited training courses  
Negotiation skills  
One to one coaching  
Open programmes  
Outdoor/activity based learning  
Performance management  
Project management training  
Psychometric training  
Resilience training  
Sales transformation  
Succession management  
Talent management  
Talent management software  
Team development  
Training and development seminars  
Virtual (VR) & augmented reality (AR)  
Women in leadership

**Sharjah Islamic Bank**  
[www.sib.ae/en](http://www.sib.ae/en)

**Sangeeth Ibrahim**

Vice President-Head of Learning & Development, Business Excellence & the SIB Academy



**My company's main business activities**

Banking and Financial Services

**Business Sector**

Banking, Finance & Insurance

**In which country do you operate?**

United Arab Emirates

**Total number of employees**

1,200

**My position in the company**

Senior Manager

**I report directly to**

Head of Human Resources

**Are you authorised locally to make decisions on management development & leadership development?**

Yes

**Length of time in HR**

11 years

**Length of time in current position**

4 years

**Overall L&D budget**

1,500,000 AED

**Amount controlled by me**

400,000 AED

**Types of solution providers (vendors) I'm looking to meet at the Summit**

Performance support tools  
Informal learning strategies

**New L&D projects and initiatives my company has planned for the next 12-18 months**

Providing capability at the point of work

**The key issues/challenges currently facing me are...**

Facilitating impactful learning initiatives



**Please select services you're planning to invest with NEW external providers:**

Coaching skills training

Consultancy

e-learning

Microlearning

Mobile learning

**The Linde Group**  
www.boc.com

**Hamada Salah**  
Head of Human Resources – Middle East Countries/RME Region



**My company's main business activities**

Industrial Gases and Engineering Services

**Business Sector**

Chemical & Allied Products

**In which country do you operate?**

The Middle East Countries

**Total number of employees**

600

**My position in the company**

Head of Department or equivalent

**Are you authorised locally to make decisions on management development & leadership development?**

Yes

**Length of time in HR**

20 years +

**Length of time in current position**

2 years

**Overall L&D budget**

200,000 USD

**Amount controlled by me**

200,000 USD

**Types of solution providers (vendors) I'm looking to meet at the Summit**

Primarily L&D vendors including online solutions

**New L&D projects and initiatives my company has planned for the next 12-18 months**

Cascade of 2018 Middle East L&D strategy that aligns with the business strategic priorities

**The key issues/challenges currently facing me are...**

Mainly budget and location convenience. We are also going through a merger which is impacting the go ahead of whatever we have planned to implement in 2018.

**Please select services you're planning to invest with NEW external providers:**

- 360 degree feedback
- Communication/Interpersonal skills
- Commercial/business acumen
- Competency-based learning
- Customer experience training
- e-learning
- Gamification
- Leadership development
- Management development
- Negotiation skills
- Talent management
- Team development

**Thermo Fisher Scientific**  
www.thermofisher.com

**Shalini Sawhney**  
Head Human Resources



**My company's main business activities**

Thermo Fisher Scientific is the world leader in serving science, with revenues of more than \$20 billion and approximately 70,000 employees globally. Our mission is to enable our customers to make the world healthier, cleaner and safer. We help our customers accelerate life sciences research, solve complex analytical challenges, improve patient diagnostics, deliver medicines to market and increase laboratory productivity. Through our premier brands – Thermo Scientific, Applied Biosystems, Invitrogen, Fisher Scientific and Unity Lab Services – we offer an unmatched combination of innovative technologies, purchasing convenience and comprehensive services.

We offer services and products that help customers around the globe in laboratories and clinics, on production lines and out in the field.

We're a driving force in the research, healthcare, industrial and applied markets, generating more than \$20 billion in annual revenue. No other company can match our range of customer touch points — technologically, geographically or commercially. We help customers in finding cures for cancer, protecting the environment, making sure our food is safe and moving forward with thousands of important projects that improve millions of lives.

**Business Sector**

Healthcare, Trusts & Hospitals

**In which country do you operate?**

Thermo Fisher Scientific has offices in Waltham, Mt Prospect, Worcester, Detroit and in 181 other locations

**My position in the company**

Senior Manager

**I report directly to**

Senior Director, EEMEA Human Resources, Corporate HR

**Are you authorised locally to make decisions on management development & leadership development?**

Yes

**Length of time in HR**

18 years +

**Length of time in current position**

4.5 years

**Overall L&D budget**

15,000 USD

**Amount controlled by me**

Being a global organisation we have corporate offerings available for employees. However, at local level, custom local learning and development initiatives are supported.

**Types of solution providers (vendors) I'm looking to meet at the Summit**

Coaching / leadership development

**New L&D projects and initiatives my company has planned for the next 12-18 months**

Leadership development/ employee engagement

**The key issues/challenges currently facing me are...**

Building management capability

Team effectiveness

Talent development

**Please select services you're planning to invest with NEW external providers:**

360 degree feedback

Behavioural training

Customer experience training

Employee engagement

Leadership development

Management development

Talent management

Team development

Women in leadership

**Thyssenkrupp**  
www.thyssenkrupp.co.uk

**Stefanie Heidester**  
HR Director OU ME



**My company's main business activities**

We are one of the world's leading elevator companies with unique engineering capabilities. Customers worldwide turn to us to design, build, install, upgrade and maintain mobility systems for a wide variety of applications. These solutions include:

- Passenger and freight elevators
- Escalators and moving walks
- Passenger boarding bridges
- Stair and platform lifts
- Customised service and modernisation solutions

We support our customers around the world throughout their project life cycle, from the design through to the end-of-life phase.

Our capabilities include high-quality, customer-focused service as well as individual maintenance and modernization packages.

**Business Sector**

Construction

**In which country do you operate?**

Thyssenkrupp Elevator operates worldwide, I am responsible for the Middle East Operations

**Total number of employees**

53,000

**My position in the company**

Non-Board Director

**I report directly to**

CHRO

**Are you authorised locally to make decisions on management development & leadership development?**

Yes

**Length of time in HR**

10 years +

**Length of time in current position**

4 years +

**Overall L&D budget**

1,000,000 USD (OU ME)

**Amount controlled by me**

200,000 USD

**Specific L&D budgets controlled by me**

Executive coaching  
Customer service training  
Technical training  
Soft skills  
Learning

**Types of solution providers (vendors) I'm looking to meet at the Summit**

Payroll solutions  
Blended learning  
Gamification  
Soft skill training initiatives

**New L&D projects and initiatives my company has planned for the next 12-18 months**

Focus on e learning  
Payroll solutions  
Restructuring  
Team development

**The key issues/challenges currently facing me are...**

e learning  
Skill levels  
Leadership development  
Recruitment of right fit  
Employee engagement

**Please select services you're planning to invest with NEW external providers:**

360 degree feedback  
Behavioural training  
Employee surveys  
International management skills  
Leadership development  
Learning content  
One to one coaching  
Psychometric training  
Sales transformation  
Training venues

**Transmed**  
www.transmed.com

**Elie Kreichaty**  
Corporate Learning and Development Manager



**My company's main business activities**

We are distributors of FMCG products such as Procter and Gamble. We also distribute Mars products and many other food and non-food brands like toys. Lastly, we have some private labels in the same line of business such as frozen meats, roasted nuts, ...

**Business Sector**

Retail & Wholesale Trade

**In which country do you operate?**

Lebanon, UAE, KSA, Syria, Turkey, Jordan, Ghana, Nigeria, Ivory Coast, Senegal

**Total number of employees**

3,010

**My position in the company**

Senior Manager

**I report directly to**

Corporate HR Director

**Are you authorised locally to make decisions on management development & leadership development?**

Jointly

**Length of time in HR**

12 years

**Length of time in current position**

6 months

**Overall L&D budget**

350,000 USD

**Amount controlled by me**

350,000 USD

**Types of solution providers (vendors) I'm looking to meet at the Summit**

Trainers of soft skills  
Technical training such as finance  
Sales  
Leadership academies

**The key issues/challenges currently facing me are...**

Absence of learning culture  
Managing different operations remotely most of the time  
Lack of solid financial acumen with the commercial and support teams  
Lack of mentoring and development planning



**Please select services you're planning to invest with NEW external providers:**

360 degree feedback  
Behavioural training  
Coaching skills training  
Communication/Interpersonal skills  
Competency-based learning  
Customer experience training  
e-learning  
Experiential learning  
Financial/accountancy training  
Gamification  
Leadership development  
Management development  
Microlearning  
Mobile learning  
Negotiation skills  
Psychometric training  
Sales transformation  
Succession management  
Talent management  
Talent management software  
Time management training  
Training and development seminars

**Virgin Megastore Middle East**  
[www.virginmegastore.ae/en/](http://www.virginmegastore.ae/en/)

**George Monzon**  
Talent Development



**My company's main business activities**

Virgin Megastore is the leading Omni-Channel entertainment lifestyle retailer in the MENA region. With over 40 stores in 9 markets in the Middle East and North Africa, Virgin Megastore set an unbounded target of expanding its regional presence and offering since the first store opening in the UAE back in 2001.

**Business Sector**

Retail & Wholesale Trade

**In which country do you operate?**

UAE, Egypt, Jordan, Bahrain, Oman, KSA, Morocco, Lebanon, Qatar

**My position in the company**

Senior Manager

**I report directly to**

President Virgin Megastores

**Are you authorised locally to make decisions on management development & leadership development?**

Yes

**Length of time in HR**

8 years

**Length of time in current position**

8 years

**Overall L&D budget**

100,000 USD

**Amount controlled by me**

Our signatory matrix is very complex. All the managers above grade 9 will have co signatories all the way to the president as well. I am on grade 11 and I have co signatories as well. The maximum amount that I have signed under my authority has not gone over 8,000 USD per case.

**Specific L&D budgets controlled by me**

I created Learning & Development content  
I receive materials and strategy from our mother company Azadea  
I also receive materials and strategy from Virgin UK  
I customize and adapt the materials per country for the Virgin business.  
I also create toolkits of L&D for our Franchise business and new Franchise start ups and I generate revenue for HR department.  
I control the external L&D budget for all employees

**Types of solution providers (vendors) I'm looking to meet at the Summit**

I prefer to meet providers that offer online solutions for content creation and possibly design and templates that can make our life easier when we want to create content.  
I also would like to meet providers that provide assessment center materials online with affordable price designed for retail business models.

**New L&D projects and initiatives my company has planned for the next 12-18 months**

Building on the learning culture and doing more with less  
We are on cost efficiency mode as a group till further notice

**The key issues/challenges currently facing me are...**

Vendors that do not offer solutions or materials that are new and innovative

**Please select services you're planning to invest with NEW external providers:**

Behavioural training  
Competency-based learning  
Resilience training  
Sales transformation  
Succession management  
Team development  
Video training  
Virtual (VR) & augmented reality (AR)

**Waldorf Astoria Dubai Palm Jumeirah**  
[www.waldorfastoria.com](http://www.waldorfastoria.com)

**Caroline Bowes**  
Learning & Development Manager



**My company's main business activities**

Hospitality

**Business Sector**

Hospitality

**In which country do you operate?**

UAE

**Total number of employees**

530

**My position in the company**

Senior Manager

**I report directly to**

Human Resources Director

**Are you authorised locally to make decisions on management development & leadership development?**

Yes

**Length of time in HR**

25 years

**Length of time in current position**

1 year, 3 months

**Overall L&D budget**

441,766 AED

**Amount controlled by me**

441,766 AED

**Types of solution providers (vendors) I'm looking to meet at the Summit**

Women in Leadership  
Professional coaching  
Managing change

**New L&D projects and initiatives my company has planned for the next 12-18 months**

Mindfulness  
Managing change  
Professional coaching

**The key issues/challenges currently facing me are...**

Managing change

**Please select services you're planning to invest with NEW external providers:**

- Behavioural training
- Coaching skills training
- Employee engagement
- Mobile learning
- One to one coaching
- Women in leadership

**Wyndham Hotels & Resorts**  
www.wyndhamworldwide.com

**Zak Iqbal**  
Learning & Development Manager EMEA – Managed Hotels



**My company's main business activities**

Hotels

**Business Sector**

Hospitality

**In which country do you operate?**

Globally

**Total number of employees**

25,000

**My position in the company**

Senior Manager

**I report directly to**

Director Global Talent Management

**Are you authorised locally to make decisions on management development & leadership development?**

Yes

**Length of time in HR**

15 years

**Length of time in current position**

3.5 years

**Overall L&D budget**

650,000 USD (for Europe, Middle East, Eurasia & Africa)

**Amount controlled by me**

250,000 USD

**Types of solution providers (vendors) I'm looking to meet at the Summit**

Performance review  
Talent management  
Success planning (software solutions)

**New L&D projects and initiatives my company has planned for the next 12-18 months**

Saudisation - business critical

**The key issues/challenges currently facing me are...**

Nationalisation (Bahrainisation, Emiratisation, Omanisation, Saudisation)

**Please select services you're planning to invest with NEW external providers:**

Apprenticeship development  
Assessment Centres  
Employee engagement  
Gamification  
Leadership development  
Management development  
Nationally accredited training courses  
One to one coaching  
Performance improvement  
Performance management  
Profiling  
Project management training  
Psychometric training  
Succession management  
Talent management  
Talent management software  
Team development





## Sponsor profiles



## Sponsor index by surname

Bayyour, Ramy	CIPD Middle East
Benveniste, Jeff	Global Edge
Berry, Louisa	London Business School
Christensen, Sarah	Emerge Development Ltd
Clements, Nick	Ampersand.
Connell, Britta	ICS Learn
Davis, Sarah	CIPD Middle East
Elpel, Tessa	TTE Academy
Garner-Stocks, Rachael	Impact
Gibson, Helen	AVADO
Gresswell, Eric	Popcorn Learning Media
Iles, Mandy	Global Edge
Irwin, Linda	London Business School
James, Becky	ILM
Jones-Williams, Gillian	Emerge Development Ltd
Kellock, Kathryn	Biz Group
Kenrick, Russell	ILX Group plc
Kotecha, Amit	ILX Group plc
Krasteva, Dafina	ICS Learn
Linnekogel, Lars	TTE Academy
McErlean, Paul	MGI Learning
McKay, Fiona	Lightbulb Leadership Solutions Ltd
Moulds, Marie	MGI Learning
Moussa, Chadi	Client Partner
O'Hagan, Sha	AVADO
Papailia, Eleni	American University of Sharjah
Quy, Chris	Ampersand.
Read, Andy	VA Consultants
Sammon, John	HCR Group
Saunders, Martin	VA Consultants
Turner, Paul	Havas People
Wilkins, Matthew	Biz Group
Williams, David	Impact

**American University of Sharjah**  
[www.aus.edu](http://www.aus.edu)

**Eleni Papailia**  
Executive Education Manager



**What is your website address?**

[www.aus.edu/cepe](http://www.aus.edu/cepe)

**What we do**

Welcome back to learning!

Executive Education at the American University of Sharjah brings together the very best academic minds with the most reputable industry practitioners to deliver outstanding programs for both individuals and organizations.

The breadth and depth of our expertise in creating bespoke programs sets us apart. We draw on the knowledge of all AUS Colleges and design executive courses in:  
Leadership, Excellence, Digital Transformation, Design Thinking, Data Analytics & Decision Making, Logistics, MBA Skills and more.

We know that no two organizations are the same, and that the challenges faced, and goals set in place differ for every organization. That is why we tailor-make every executive program.

**Services we'd like to showcase at the Summit**

Customized executive programs in a variety of fields  
Co-branded Diplomas & Certificates (AUS and partner company)  
Leadership Programs for all levels of management  
Global Immersion Programs for senior management  
Excellence Programs

**Some of our key clients**

Emirates Telecommunications Corporation (Etisalat)  
Sharjah for Capability Development  
Imdaad  
Ministry of Cabinet Affairs-UAE Government Communication Office  
UAE Banks Federation  
Sharjah Electricity & Water Authority (SEWA)  
Crescent Group  
Emirates Nuclear Energy Corporation (ENEC)  
Telecommunications Regulatory Authority (TRA)

**In which regions do you offer your services**

Primarily in UAE. Also, abroad as required

### **Core services we offer**

Behavioural training  
Blended learning  
Commercial/business acumen  
Communication/Interpersonal skills  
Competency-based learning  
Compliance training  
Consultancy  
Cultural/cross-cultural training  
Culture Change  
Customer experience training  
Digital transformation  
Distance/open learning  
Diversity  
Drama centred learning/role-play  
Employee engagement  
Executive education  
Experiential learning  
Financial/accountancy training  
Gamification  
International management skills  
Language training  
Leadership development  
Learning content  
Management development  
Microlearning  
Negotiation skills  
One to one coaching

PR/media skills  
Presentation/spoken skills  
Profiling  
Project management training  
Resilience training  
Sales transformation  
Team development  
Time management training  
Training and development seminars  
Women in leadership

### **Please list here any other services not already mentioned**

Excellence and Operations Programs  
Engineering and technical programs  
Maritime Programs  
Design Thinking  
Urban Planning  
Islamic Finance  
Logistics, Supply Chain  
Sustainability and Energy Management  
Data Analytics  
Marketing  
Economics  
Finance

### **Our Summit representative(s)**

Eleni Papailia - Executive Education Manager

Eleni has more than 10 years' experience in higher education in the UAE, where she set up and developed business units and departments within universities. She is experienced in corporate relations, executive education, career services, internship programs and academic advising. Eleni has taken initiatives and delivered plans to bridge the gap between industry and academia. She believes in the value of experiential learning and interdisciplinary approach in education.

Eleni is keen on high quality executive education and will help your organization address contemporary issues. She works closely with partners and ensures that an organizational-wide approach is implemented, using a methodology with proven, practical application. Eleni will make sure that your learning programs offer real, measurable results and continuous improvement combined with a pleasant learner's experience.

**Ampersand.**  
ampersandglobal.com

**Nick Clements**  
CEO

**Chris Quy**  
Managing Director



**What is your website address?**

ampersandglobal.com

**What we do**

We develop and deliver specialist Marketing Learning and Development programs. Based on an intimate understanding of the business issues we create programmes which are engaging, stimulating and fun!  
We call this 'CREATIVE LEARNING'.  
It ensures the best transfer of knowledge.  
Which gives the best ROI.  
We do this in person, in the classroom, digitally and globally.  
We have some great case studies to share when we meet.

**Services we'd like to showcase at the Summit**

Out creative learning!

**Some of our key clients**

Aston Martin Lagonda  
Etihad Airways  
Johnson & Johnson  
UAE Exchange/Unimoni  
Virgin

**In which regions do you offer your services**

We operate globally!

**Core services we offer**

360 degree feedback  
Assertiveness  
Assessment Centres  
Blended learning  
Commercial/business acumen  
Communication/Interpersonal skills  
Consultancy  
Cultural/cross-cultural training  
Culture Change  
Customer experience training  
Digital transformation  
Distance/open learning  
Diversity  
Drama centred learning/role-play  
e-learning  
Email & virtual communications  
Employee engagement  
Employee surveys  
Gamification  
International management skills  
Leadership development  
Learning content

Management development  
Microlearning  
Mobile learning  
Nationally accredited training courses  
Negotiation skills  
One to one coaching  
Performance improvement  
Performance management  
PR/media skills  
Presentation/spoken skills  
Profiling  
Project management training  
Sales transformation  
Succession management  
Talent management  
Time management training  
Trainer training  
Video training  
Women in leadership

### **Our Summit representative(s)**

Nick Clements – CEO

Nick has over 25 experience in marketing and communications working with blue chip companies internationally.

Nick has enjoyed a long and varied career in the Marketing Communications sector, helping to build brands and business by harnessing and working with great talent.

He has worked for world class agencies including FCB, Lintas, Bates, J. Walter Thompson and Ogilvy in London, Seoul, Dublin, Frankfurt and Dubai.

Nick has also had the privilege of working with a long list of illustrious clients to help provide brand and marketing consultancy services. including Andrex, BAT, Cadbury, Continental, Diageo, Diet Coke, Dubai Health Authority, FGB, Global Village, Hilton, Heineken, Heinz, HP, HSCB, Hyundai, Kia, Kleenex, Kimberly Clark, Nestle, NatWest and Unilever.

Chris Quy – Managing Director

Chris has over 15 years learning & development and training experience with prestige international organisations.

Chris has had a 15-year career in talent development across Europe and the Middle East. As a former Head of Learning of Development for Reed International a major international consultancy group.

Chris is a training professional and has the traits that separate a true L&D expert from just another trainer. Chris is pivotal in ensuring that the content and courses Ampersand provides to its clients are the best in class and lives up to the ethos of 'Creative Learning'.

## **AVADO**

[www.avadolearning.com](http://www.avadolearning.com)

### **Sha O'Hagan**

Corporate Partnerships Manager

### **Helen Gibson**

Corporate Partnerships Manager



### **What is your website address?**

[www.avadolearning.com](http://www.avadolearning.com)

### **What we do**

We work with hundreds of businesses around the world to transform their talent into a confident, professionally qualified and engaged workforce. We do this by using a blend of award-winning, interactive education programmes consisting of face-to-face workshops and online platforms. Not only do we provide accredited and effective solutions, but we also offer a wealth of experience.

We continuously develop, build and test our learning programmes, which means that we've learnt what works and what doesn't. These learning programmes are scalable and can be delivered to every level of your organisation.

### **Services we'd like to showcase at the Summit**

AVADO creates inspiring learning programmes that have a lasting impact for businesses.

- CIPD approved provider of digital qualifications in HR and L&D
- Co-developed the CIPD programmes and their campus
- online digital marketing and leadership courses to face-to-face workshops

### **Some of our key clients**

GSK, Estee Lauder, Vodafone  
Aramco, Jumeirah

### **In which regions do you offer your services**

Worldwide



### **Core services we offer**

360 degree feedback	Learning content
Apprenticeship development	Learning content management systems (LCMS)
Assessment Centres	Learning resources
Behavioural training	Management development
Blended learning	Microlearning
Communication/Interpersonal skills	Mobile learning
Competency-based learning	Nationally accredited training courses
Consultancy	Open programmes
Cultural/cross-cultural training	Performance improvement
Culture Change	Performance management
Digital transformation	PR/media skills
Distance/open learning	Presentation/spoken skills
e-learning	Project management training
Email & virtual communications	Sales transformation
Employee engagement	Talent management
Employee surveys	Team development
Executive education	Time management training
Experiential learning	Training and development seminars
Financial/accountancy training	Training video production
Gamification	Video training
International management skills	Virtual (VR) & augmented reality (AR)
Leadership development	Women in leadership

### **Our Summit representative(s)**

Sha O'Hagan – Corporate Partnerships Manager

As Corporate Partnerships Manager for AVADO Professional, Sha has been working closely with the Chartered Institute of Professional Development to deliver accredited digital Professional Qualifications in the international market to businesses who are looking for a solution when it comes to professionalising their workforce.

With 10 years experience working in commercial education, Sha is an expert at supporting businesses with their people and talent strategies to drive performance and continuous improvement amongst HR and L&D functions. Sha has enjoyed working with the likes of Armaco, Unicef, Rakbank and Barclays, helping their employees to develop and progress through digital learning, providing a flexible business solution that allows for retention and attraction of the very best talent.

Sha works closely with the CIPD offices across the globe, building on the strong relationship to ensure that clients receive a full and extensive corporate experience, fully benefitting from our exclusive partnership with the CIPD.

Helen Gibson – Corporate Partnerships Manager

As Corporate Partnerships Manager for AVADO Digital, Helen works with organisations to deliver impacted transformational programmes to increase digital capability across all levels of the business.

Helen is an expert at supporting businesses with their people and talent strategies to drive performance and continuous improvement amongst HR and L&D functions whilst helping them to remain competitive. Helen has enjoyed working with the likes of Merck, Shell, Vodaphone, GSK and more, helping their employees to develop and progress through digital learning, providing a flexible business solution that allows for retention and attraction of the very best talent.

Helen works closely with all of AVADO's offices, which works with thousands of businesses around the world to transform their talent into a confident, professionally qualified and engaged workforce. AVADO has helped more than 208,000+ global learners from businesses and has more than 20 years' experience in building and delivering interactive education programmes.

**Biz Group**  
[www.bizgroup.ae](http://www.bizgroup.ae)

**Matthew Wilkins**  
Head of Digital Solutions

**Kathryn Kellock**  
Senior Solutions Advisor



**What is your website address?**

[www.learningwithbiz.com](http://www.learningwithbiz.com)

**What we do**

Biz Group is an award-winning training, digital learning and teambuilding provider. Based in the GCC for over 25 years, we are considered experts at navigating the Middle East business landscape. We have achieved this through global partnerships, next-generation technology and the development of interactive, immersive and impactful experiences that change the way people think and work every day.

People are and will continue to be at the heart of everything we do and this passion for people has led to our brand promise of Enriching Lives with Learning Journeys that Work.

Some awards we have picked up along the way  
5 years Great Place To Work  
#1 Human Capital - SME 100  
Dubai SME - A Rated Business

**Services we'd like to showcase at the Summit**

- Training: Corporate training and learning journeys that work
- Leadership Training
  - Communication & Impact
  - Sales & Service Training
  - Culture & Engagement
  - Innovation & Change
  - Increasing Productivity

Digital Learning: Training reinforcement platform that adapts to every learner

**Some of our key clients**

Dubai Airports  
AWRostamani  
du  
Noor Bank  
Movenpick  
Hilton  
Pepsico  
ENOC  
KPMG  
AstraZeneca

**In which regions do you offer your services**

Middle East and Worldwide

### **Core services we offer**

360 degree feedback	Leadership development
Assertiveness	Learning resources
Assessment Centres	Management development
Behavioural training	Microlearning
Blended learning	Mobile learning
Coaching skills training	Negotiation skills
Communication/Interpersonal skills	One to one coaching
Competency-based learning	Outdoor/activity based learning
Consultancy	Outsourced training services
Cultural/cross-cultural training	Performance improvement
Culture Change	Performance management
Customer experience training	Presentation/spoken skills
Digital transformation	Resilience training
Diversity	Sales transformation
e-learning	Team development
Employee engagement	Telephone techniques
Experiential learning	Time management training
Gamification	Trainer training

### **Our Summit representative(s)**

Matt Wilkins - Head of Digital Solutions

Matt has lead Biz Groups Digital Solutions team for the last 5 years, having introduced pioneering new technology to the region where he began leveraging the power of Machine Learning in Learning and Development.

His core focus has always been accelerating business performance understanding how creating a personalized adaptive learning experience of employees can help organization grow exponentially. During this time he and his team have worked with open source learning technology, experimented with virtual and augmented reality while always retuning to the question of what will help the learner execute and perform at their best.

Kathryn Kellock - Senior Solutions Advisor

Kathryn has been working in the learning and development industry for the past 6 years. Prior to that she was working in hospitality in the UK and the UAE.

Her passion has always been within sales and finding the very best solutions for her clients. Her current focus is working with large corporate organizations in advising them on the best training solutions for their business needs.

Specializing in learning journeys that work, leadership training, soft skills training, business simulations and teambuilding she focuses on personal development which will advance them on personal level as well as in their professional career.

**CIPD Middle East**  
[www.cipd.co.uk](http://www.cipd.co.uk)

**Sarah Davis**  
Senior Learning & Development Consultant

**Ramy Bayyour**  
General Manager – Middle East



**What is your website address?**

[www.cipd.ae](http://www.cipd.ae)

**What we do**

We're the professional body for experts in people at work. For more than 100 years, we've been championing better work and working lives by setting professional standards for HR and people development, as well as driving positive change in the world of work.

With hubs in the UK, Ireland, Middle East and Asia, we're the career partner of choice for 150,000 members around the world. We're the only body in the world that can award Chartered status to individual HR and L&D professionals, and our independent research and insights make us trusted advisers to governments and employers.

**Services we'd like to showcase at the Summit**

HR and L&D Qualifications  
Short Training Courses  
In-house Customised Programmes  
HR and L&D Research  
HR and L&D Consultancy  
Professional Assessments

**Some of our key clients**

Abu Dhabi National Oil Company  
Saudi Aramco  
Emirates Nuclear Energy Corporation  
Jumeirah Group  
Al Naboodah  
DP World

**In which regions do you offer your services**

Middle East and North Africa

**Core services we offer**

Apprenticeship development  
Assessment Centres  
Competency-based learning  
Consultancy  
Distance/open learning  
e-learning  
Leadership development  
Learning content  
Learning resources  
Open programmes  
Performance management  
Resilience training  
Succession management  
Team development  
Training and development seminars

**Please list here any other services not already mentioned**

## CIPD Qualifications

### **Our Summit representative(s)**

Ramy Bayyour - General Manager, CIPD

Ramy leads CIPD's operations in the Middle East and supports CIPD's mission in championing better work and working lives through building strong relationships across multiple markets and growth platforms. Ramy has worked in the GCC and in the HR, education and professional development space for over 12 years and holds an MBA from Manchester Business School, United Kingdom.

Sarah Davis - Head of Partnerships, CIPD

Sarah is a CIPD Chartered Member and holds an MBA from Henley Management College (awarded the Evening Standard scholarship in 2003) as well as a MA in Personnel & Development from the University of Westminster. She leads the CIPD's centres and qualification partnerships in the Middle East as well as working closely with corporate clients to support development of their HR and L&D functions. She has spent over 10 years working as an HR and Training Consultant in Europe and the Gulf. Sarah has implemented a variety of HR and training projects including HR policy, Oracle HRIS, assessments, competency frameworks, performance management and training across different industry sectors. Prior to working with the CIPD, Sarah was part of Marks & Spencer's corporate learning and development team for over 6 years based at Baker Street in London. At M&S Sarah designed and implemented learning and development and performance management solutions for its head office and store audiences. She is a fellow of the Royal Society of Arts in London.

**Emerge Development Ltd**  
[www.emergeuk.com](http://www.emergeuk.com)

**Sarah Christensen**  
Consultant

**Gillian Jones-Williams**  
Managing Director



**What is your website address?**

[www.emergeuk.com](http://www.emergeuk.com)

**What we do**

Leadership Development, Change and Resilience Interventions, Board Retreats (repair and alignment), Personal Effectiveness Development, Embedding Vision and Values, EPIC Engagement, Inclusion and Diversity, I&D Strategy Workshops, Sexual Harassment training, Unconscious Bias Workshops, Women's Development, Graduate programmes, Executive Coaching, Implementing Mentoring Programmes, Coaching Culture, Business Partnering, Action Learning, Forum Theatre Workshops, Internal Audit Development, ILM Coaching and Mentoring Level 3,5,7, CMI Management 3 and 5, Team Away Days and Conferences, Leading Project Success Programme, Train the Trainer and HR Development, Management Tool Kits, 360 Degree Feedback Questionnaires, psychometric profiling. We also offer a full course design service.

**Services we'd like to showcase at the Summit**

Inclusivity and Diversity – L&D Strategy, Gender Parity Diagnostic Tool, Sexual Harassment Training, Unconscious Bias, Policy Development, MI Analysis and Reporting  
RISE - Empowering Women's Development Programme  
EPIC Engagement Solution  
Leadership Development Solutions

**Some of our key clients**

BAE Systems  
Airbus  
The Walt Disney Company  
AXA  
Raytheon  
MBDA  
Al Naboodah  
Hilton Hotels  
Allianz  
Total  
ECB  
Cargill  
Atkins  
Eurofighter  
Harper Collins  
Visa  
WorldRemit  
Network Rail  
BT Sport  
Live Nation  
ESI Media  
BBC  
Watford Borough Council  
Pizza Hut  
E2V  
Conde Nast

**In which regions do you offer your services**

Worldwide

**Core services we offer**

360 degree feedback  
Assessment Centres  
Behavioural training  
Coaching skills training  
Communication/Interpersonal skills  
Competency-based learning  
Consultancy  
Culture Change  
Customer experience training  
Diversity  
Drama centred learning/role-play  
Employee engagement  
Employee surveys  
Experiential learning  
International management skills  
Leadership development  
Learning content  
Management development  
Microlearning  
Nationally accredited training courses  
Negotiation skills  
One to one coaching  
Performance improvement  
Performance management  
Presentation/spoken skills  
Profiling  
Project management training  
Psychometric training  
Resilience training  
Talent management  
Team development  
Telephone techniques  
Time management training  
Trainer training  
Training and development seminars  
Women in leadership

**Please list here any other services not already mentioned**

Shaping a Coaching Culture Strategy  
ILM and CMI accreditation  
EPIC Engagement - building employee engagement by building management capability  
Delivering an Inclusive and Diverse Culture

**Our Summit representative(s)**

Gillian Jones-Williams - Founder/Managing Director

Gillian's focus is organisational strategy, Inclusion and Diversity, coaching culture, leadership, and organisational change. Gillian partners with organisations to implement organisational changes, engage employees, and empower and develop women, worldwide but particularly in the Middle East. She has co-authored 50 Top Tools for Coaching and How to Create a Coaching Culture.

Sarah Christensen - Senior Consultant

As a Chartered Occupational Psychologist, Sarah has gained extensive experience in the fields of talent and career management, diversity and inclusion, organisational change and learning and development. She uses a range of evidence-based techniques such as coaching, psychometric tools, skills-development and mindfulness to delve deeper into a client's values to identify their strengths, increase self-awareness and ultimately, understand what drives behaviour.

**Global Edge**  
[www.theglobaledge.com](http://www.theglobaledge.com)

**Jeff Benveniste**  
Founder/Director

**Mandy Iles**  
Client Director



**What is your website address?**

[www.theglobaledge.com](http://www.theglobaledge.com)

**What we do**

Improving engagement and performance starts with what your people say and how they say it.

We are experts at assessing and improving the frequency, quality and impact of everyday conversations in the workplace. Being able to have impactful conversations that span cultural and operational complexity gives people the extra edge, as well as dramatically increasing engagement levels and productivity.

We believe the only way real change can happen is when people make dynamic conversation a normal part of their everyday life at work. Our programmes are therefore highly challenging and practical, engaging delegates intellectually and emotionally by putting people into real life scenarios to have maximum impact and relevance.

**Services we'd like to showcase at the Summit**

The Global Edge 5 Standards of Conversation

We have distilled communications into 5 styles of conversation: Lead, Coach, Clarify, Feedback and Challenge. We have a global excellence benchmark for each style and can track improvements, highlighting traits, strengths and gaps for groups and individuals.

**Some of our key clients**

Balfour Beatty  
Ramboll  
Serco  
BRITA  
Unilever  
MWR InfoSecurity (F-Secure)  
Signet Group  
Iceland Frozen Foods  
2 Sisters Food Group  
Goodwood  
William Grant & Sons  
UK Atomic Energy

**In which regions do you offer your services**

Worldwide



**Core services we offer**

Behavioural training  
Communication/Interpersonal skills  
Drama centred learning/role-play  
Employee engagement  
Experiential learning  
Leadership development  
Management development  
One to one coaching  
Performance improvement  
Presentation/spoken skills  
Talent management  
Team development

**Please list here any other services not already mentioned**

360 profiling of conversation skills with benchmarking against our global standards  
Focused interventions for specific communication styles: Coaching, Feedback, Challenging conversations,  
Sales simulations

**Our Summit representative(s)**

Jeff Benveniste - Founder and Managing Director

Jeff is a thought leader with the results of his research and work featuring in publications such as People Management, HR Director, Management Today, HR Magazine and XpertHR. He speaks at major conferences, leads and hosts client forums and continues to sponsor innovative research.

He has huge gravitas and has calmly challenged many boards and management teams including UBS Bank, Unilever, TMF Group, William Grant and Sons, MWR InfoSecurity, NPT Homes, UKRD Group, Merlin Entertainments, BBC Worldwide, 3M and Lloyds Banking Group.

Prior to Global Edge, Jeff was head of training at PriceWaterhouseCoopers, founded Maximum performance which was acquired in 2008 and was a Director at The GAP partnership. He holds a Bachelor's degree in Economics.

Mandy Iles - Client Director

With over 25 years in client management, Mandy Iles has worked with both SME's and large clients such as KPMG and the MOD. Mandy builds strong relationships with senior stakeholders ensuring outstanding levels of service. She founded the Absolute Image Training academy which was sold in 2005 and prior to this was VP of Professional Services for Computer Associates. She also mentors and coaches business owners for the Fredericks Foundation charity.

**Havas People**  
[www.havaspeople.com](http://www.havaspeople.com)

**Paul Turner**  
Regional Director - MENA



**What is your website address?**

[www.havaspeople.com](http://www.havaspeople.com)

**What we do**

Havas People is the specialist talent communications agency within the world-renowned Havas Group. We make a meaningful difference to the brands, the businesses and the lives of the people we work with.

We offer a broad range of products and services touching on every aspect of the 'employee experience' and we are proud to have strong in-house capabilities across every key discipline including: strategy, research, creative, media, social, digital, events and data. From employer branding to internal communications, from the best use of social media to our own applicant tracking system, we are unique in the Region.

In summary, we are an award-winning, global operation with nearly 150 dedicated experts worldwide, working to an interdisciplinary model, across borders and time zones.

**Services we'd like to showcase at the Summit**

- On-boarding app
- "Always-on" media strategies
- Employer branding - a full end-to-end process
- Internal communications - ensuring the right messages use the right channels to inform the right people within your organization
- Social media content creation, curation and communication

**Some of our key clients**

- Dubai Airports
- L'Oreal Middle East
- DarkMatter
- Cleveland Clinic
- Chalhoub Group
- Nestle

**In which regions do you offer your services**

Worldwide

**Core services we offer**

- Blended learning
- e-learning
- Employee engagement
- Experiential learning
- PR/media skills
- Talent management

**Our Summit representative(s)**

Paul Turner - Regional Director- MENA

Paul is a highly respected communications professional with over 30 years' experience working with a wide range of clients covering many business sectors. Over those 30 years, the communications landscape has changed out of all recognition with the ever increasing use of technology but we should never lose sight of the value of human interaction. Based in the Region since 2015, Paul works with clients such as: Emirates Airlines, Dubai Airports, L'Oreal Middle East, Nestle, Cleveland Clinic and GEMS Education.

**HCR Group**  
[www.hcr.co.uk](http://www.hcr.co.uk)

**John Sammon**  
Business Development Manager



**What is your website address?**

[www.hcr.co.uk](http://www.hcr.co.uk)

**What we do**

HCR is a unique hybrid of a Global Mobility Management Company, Destination Service Provider, and a Corporate Housing specialist ensuring that we deliver a hands-on solution for our clients' employees. Our extensive relocation experience provides guidance for short and long-term assignments, temporary and permanent moves, repatriation, localisation, commuter and virtual assignments, group moves and company relocations. Our offering also includes worldwide cultural and language training.

We also provide global immigration coordination to complement the full spectrum offered by HCR. Clients include governmental departments, and leading names from a wide range of business sectors including, automotive, insurance, pharmaceutical, consumer products, oil & gas, retail, telecommunication, health sector and the finance industry.

**Services we'd like to showcase at the Summit**

Global Mobility Management

Employee mobility is a given in today's international business world. If you're moving employees we have the solution...whether you're relocating one employee or hundreds, domestically or internationally, short or longer term, we can help. As one of the leading providers of global mobility management services, we've been moving our clients' employees since 1982, with coverage in 149 countries. So yes, whatever your international relocation needs, we can accommodate you: from end-to-end; for 1 or 100 employees; from anywhere to anywhere; for 2 weeks, 2 months or 2 years. But we'll also look after you... making sure you can deliver against your targets by providing reliability, accuracy, control and comprehensive reporting using our sophisticated state of the art technology; plus cost and service guarantees. And we'll look after your people too... finding them a choice of suitable properties in the right location; guiding them through the process from end-to-end; and providing comprehensive family support services for as long as they need.

**Please list here any other services not already mentioned**

As we are a Global relocation management company most of our services are not listed within the attached. Key services that we deliver are as follows:

- Domestic and International Relocation Services.
- Short Term Temporary Accommodation Solutions.
- Global Immigration Coordination.
- Travel Management Coordination
- Full Expense Management Provision.
- Global Move Management
- Policy and Benchmarking services
- Global Group Moves

**Our Summit representative(s)**

John Sammon - Senior Business Development Manager

A global mobility and immigration professional with over 10 years' experience, supporting organisations with global mobility and talent management solutions. I look forward to connecting with individuals who will value a fresh perspective and constructively challenging, solution led conversations on all aspects of global mobility.

Areas of specialty include:

Working with Multinational companies' mobility stakeholders at all levels to understand and define their employee mobility objectives.

Ability to see the big strategic picture whilst understanding the tactical operational process.

Ability to visualise and simplify process/challenges to ensure multinational & cultural understanding to execute meaningful change and drive efficiency.

Proven experience working with multination companies to:

Understand and define Global/Regional/UK challenges to provide effective solutions;

Engage clients stakeholders to deliver corporate objectives;

Enter 'New Locations' including risk analysis and program management.

**ICS Learn**  
[www.icslearn.ae](http://www.icslearn.ae)

**Britta Connell**  
Digital Marketing Manager

**Dafina Krasteva**  
Global Corporate Development Manager



**What is your website address?**

[www.icslearn.ae](http://www.icslearn.ae)

**What we do**

As the world's most experienced online learning provider, ICS Learn specialise in transforming organisations through award-winning global qualifications in HR, L&D, Accountancy, Marketing, Procurement and Leadership.

As pioneers in flexible distance learning for 130 years, they're trusted to cultivate star performers at some of the world's most remarkable companies, including Amazon, Virgin, Marriott and Vodafone.

Their learners are located in 90+ countries and benefit from live online classrooms, unlimited 1:1 support from industry experts, and prestigious qualifications from globally recognised awarding bodies such as CIPD.

**Services we'd like to showcase at the Summit**

- CIPD HR/ L&D Training
- ILM Leadership and Management Training
- AAT Accountancy and Bookkeeping Training
- CIPS Procurement and Supply Training
- CIM Marketing Training
- Prince2 Project Management Training

**Some of our key clients**

- Amazon
- Virgin
- Marriott
- Vodafone

**In which regions do you offer your services**

Worldwide

**Core services we offer**

- Distance/open learning
- e-learning
- Management development
- Mobile learning
- Nationally accredited training courses
- Project management training

### **Our Summit representative(s)**

Dafina Krasteva- Global Corporate Development Manager

A strategic corporate development consultant specialising in using online learning to maximise staff potential. My focus is in empowering businesses to take advantage of the flexibility of online training to close skills gaps, increase staff loyalty, and drive success.

As Global Corporate Manager with ICS Learn, the world's most experienced online learning provider, I specialise in creating tailored programmes from entry to director-level, allowing staff to gain internationally-recognised qualifications at their own pace from anywhere in the world. I'm committed to helping businesses build world-class teams in human resources, accountancy, marketing, procurement and management.

Britta Connell - Digital Marketing Manager

I help organisations worldwide build high-performing teams through flexible online learning & globally-recognised qualifications.

At ICS Learn, the world's most experienced online learning provider, we've been partners with awarding bodies such as CIPD for 30 years & pioneers in flexible learning for 130 years. We're trusted to cultivate talent at prestigious companies including Amazon, Virgin, & Vodafone.

I match organisations with accredited online training programmes across HR, L&D, accountancy, leadership, project management, marketing & procurement, helping them to close skills gaps, increase engagement, & retain star performers with minimum disruption to their workflow.

**ILM**

[www.i-l-m.com](http://www.i-l-m.com)

**Becky James**

International Director of Business Development & Sales



**What is your website address?**

[www.i-l-m.com](http://www.i-l-m.com)

**What we do**

We are passionate about harnessing the power of leadership to transform people and businesses for the better.

Our purpose is to enable people and organisations to develop their leadership skills for personal and economic growth. We do this by helping employers and training providers to develop, assess and accredit leaders with the right blend of skills.

As the UK's top leadership and management qualifications specialist, we help to develop more talented leaders than anyone else, giving them the skills to make a real difference in their organisation and beyond. Through a global network of over 2,000 approved centres and with our City & Guilds Group colleagues, we set the highest benchmarks for leadership and management performance. We provide a range of products and services for: Training Providers, Employers Individuals

**Services we'd like to showcase at the Summit**

Digital Credentials

Skills Spine

Leadership & Management

**Some of our key clients**

Barclays

Santander

TNB

Dialog

Hilton

**In which regions do you offer your services**

We operate across 8 global regions: Africa, ASEAN (South East Asia), Caribbean and the Americas, East Asia, India, the Middle East, the Pacific and South Asia.

**Core services we offer**

Coaching skills training

Communication/Interpersonal skills

Competency-based learning

Digital transformation

International management skills

Nationally accredited training courses

Succession management

Talent management

Trainer training



**Our Summit representative(s)**

Becky James - International Director of Business Development & Sales

ILM, the UK's leading provider of leadership and management qualifications. Becky is responsible for developing and delivering the global sales strategy for ILM and leads a team to manage revenue generation internationally.

Since joining ILM in 2010, Becky has worked across multiple industries including transport, financial services, retail, and food & drink, with clients from Specsavers to British Airways and Barclays. Becky also works closely with partners in City & Guilds Group on strategies to achieve future success for ILM and the wider Group.

Becky has extensive knowledge across leadership & management and coaching and understands the challenges faced with managing talent. She is a qualified Performance coach and is passionate about the benefits of embedding coaching into management roles. She is a firm believer that management is non-elitist and should work across all levels and is dedicated to implementing a successful management in every organisation, regardless of structure or sector.

**ILX Group plc**  
[www.ilxgroup.com](http://www.ilxgroup.com)

**Russell Kenrick**  
Managing Director

**Amit Kotecha**  
Regional Director - MEA



**What is your website address?**

[www.ilxgroup.com](http://www.ilxgroup.com)

**What we do**

For over 30 years, ILX has delivered portfolio, programme & project management learning solutions via a blend of multimedia e-learning, games and simulations, mobile learning, traditional classroom training, practical workshops and coaching. A market leader in PRINCE2® and PMP® training, ILX has provided best-practice learning to more than 500,000 people across 5,000 organisations in over 120 countries. Our courses are developed in-house with a dedicated team of experts to produce quality learning that is engaging and flexible according to the needs of the client. We have had an established office in Dubai since 2012, and our multi-lingual trainers can support customers around the world.

**Services we'd like to showcase at the Summit**

Our world-class accredited e-learning, created through the combined efforts of our learning development specialists, subject matter experts and multi-media developers.

Our consultancy offering, which includes organisational capability assessments and P3M3 maturity assessments.

**Some of our key clients**

Etihad  
Abu Dhabi Police  
UAE Ministry of Interior  
MoD Oman  
AECOM  
Aggreko  
Emirates Nuclear Energy Corp.  
Al Tayer Holdings  
Dragon Oil  
Dubai Petroleum  
Emirates NBD  
EC Harris  
Supreme Group  
Helios Towers Africa  
Dubai Carbon Centre Of Excellence  
Dubai Electricity & Water Authority  
GOPA International Energy Consultants  
Oman Power and Water Procurement Company

UNDP Zambia  
Communications Authority of Kenya  
Dubai Airports  
Saudi Basic Industries Corporation  
Lebanese Red Cross  
HSBC  
AstraZeneca  
Merck  
GSK  
Bloomberg  
PA Consulting  
Ramboll  
Vodafone  
Colt  
Telenor  
Arcadis  
Atkins  
Ceva Logistics

**In which regions do you offer your services**

Worldwide

### **Core services we offer**

Apprenticeship development  
Assertiveness  
Assessment Centres  
Behavioural training  
Blended learning  
Communication/Interpersonal skills  
Competency-based learning  
Consultancy  
Culture Change  
Distance/open learning  
e-learning  
Financial/accountancy training  
Gamification  
International management skills  
IT tools and systems  
Leadership development  
Learning content  
Learning management systems (LMS)  
Learning resources  
Management development  
Mobile learning  
Nationally accredited training courses  
Negotiation skills  
Open programmes  
Presentation/spoken skills  
Project management training  
Team development  
Time management training  
Training administration software  
Training and development seminars  
Training venues  
Video training

### **Our Summit representative(s)**

Russell Kenrick - Managing Director

Russell Kenrick is the Managing Director for ILX Group. ILX Group is an international Learning Services Provider, with offices in London, Melbourne, Dubai, and Auckland. Russell joined ILX in 2015 and is an experienced general manager with an established track record in business development. Previously, he worked for a number of Education/ Technology businesses including Capita, KnowledgePool and Reed Learning.

Amit Kotecha - Regional Director – MEA

Amit Kotecha is the Regional Director for ILX Consulting DMCC. Amit set up the U.A.E. office for ILX 8 years ago and oversees all business operations in the Middle East. Amit has over 15 years of experience within the Learning and Development industry with proven experience of managing the delivery cycle of many large and complex development programmes, with 7 years' experience in the MEA region, currently residing in the UAE.

## **Impact**

[www.impactinternational.com](http://www.impactinternational.com)

### **David Williams**

Founder and CEO

### **Rachael Garner-Stocks**

Global Business Development Manager



### **What is your website address?**

[www.impactinternational.com](http://www.impactinternational.com)

### **What we do**

Impact are an independent multi-award winning global creative change agency - focused on transforming the impact of leadership action in organisations through adventurous, experiential learning solutions. Our purpose is to build organisations worth working for and our expertise is rooted in 37 years of designing customised learning solutions for organisations who are confronting a need to adapt, change and grow. We work in over 50 countries from offices in the UK, Europe, USA and Asia Pacific and are proud to partner with a growing list of clients including, Sony, PepsiCo, BAE Systems, GlaxoSmithKline, Lend Lease, Nissan and UBS Our own work on building Impact as an organisation worth working for has seen us achieve:

10 years in the Great Place to Work

Top 20 Leadership Training Company

### **Services we'd like to showcase at the Summit**

Organisational Change

Digital Transformation

Leadership Development

Sustainable Enterprise

Level 3 and 5 Apprenticeships

### **Some of our key clients**

Google

Nissan

JP Morgan

Faurecia

UBS

Co-op

P & G

DSV

### **In which regions do you offer your services**

Worldwide

### **Core services we offer**

Apprenticeship development  
Behavioural training  
Blended learning  
Coaching skills training  
Cultural/cross-cultural training  
Culture Change  
Digital transformation  
Diversity  
Drama centred learning/role-play  
Employee engagement  
Experiential learning  
Leadership development  
Management development  
Mobile learning  
One to one coaching  
Outdoor/activity based learning  
Resilience training  
Talent management  
Team development  
Trainer training  
Virtual (VR) & augmented reality (AR)  
Women in leadership

### **Our Summit representative(s)**

David Williams - Founder and CEO

David founded Impact in 1980 to explore adventure and experiential learning in people development. It worked! We now inspire and develop people worldwide.

David currently divides his time between managing the strategic growth of the international organisation and working in partnership with clients on key people development and change initiatives.

Rachael Garner - Business Development Executive

Rachael's passions in life are learning, selling and sports. Working in the learning and development industry doesn't feel like work to her. She gets a huge buzz out of really getting to know and understand her customers, in order to support them in achieving their people development, and (subsequently) business goals. Having spent a decade living and working overseas, Rachael has developed a deep cultural understanding of how to do business on a global scale.

**Let`s Talk Talent**  
**letstalktalent.co.uk**

**Chadi Moussa**  
Client Partner

**What is your website address?**

www.letstalktalent.co.uk

**What we do**

We're a talent and organisational design consultancy based in London, we started in 2015 and it's been an incredible journey ever since. Our function is to make your organisation "simply irresistible" by unlocking your people potential, ensuring your organisation thrives at every level, along any time-frame. We do this by using a consumer lens to understand your business strategy and employees wants and needs and approaching any set of challenges with a creative, pragmatic set of robust skills and tools.

Our clients range from relatively small organisations to multinationals - but they all share our passion for people and a desire to adapt and change to meet the demands of today's world

**Services we'd like to showcase at the Summit**

All of our work is based on our 'The Three Pillars' of:

Culture and Change Management  
Organisational Design  
Talent Management

Within each Pillar we offer a range of consultancy services that deliver in terms of creativity, effectiveness and adding wisdom to your organisation.

**Some of our key clients**

Marquard & Bahls- Oiltanking division  
Harper Collins Publishers  
Google Deepmind  
Dentsu Aegis  
Said Business School  
NBC Universal  
Visa  
euNetworks  
Wagamama  
Guide Dogs for the Blind  
MoneySupermarket Group

**In which regions do you offer your services**

Worldwide

### **Core services we offer**

Behavioural training  
Blended learning  
Competency-based learning  
Consultancy  
Culture Change  
Digital transformation  
e-learning  
Employee engagement  
Experiential learning  
Leadership development  
Management development  
One to one coaching  
Outsourced training services  
Performance management  
Succession management  
Talent management  
Team development  
Video training

### **Please list here any other services not already mentioned**

I'm inviting delegates ahead of this year's Summit to take a complimentary Talent Diagnostic Survey and upon completion receive their own personal report. A report I'd be delighted to talk you through over a coffee in Dubai.

The aim of the survey is to break down in detail how you can build, enhance and develop your Talent Management strategy. The survey covers three areas: Culture and Change Management, Organisational Design and Talent Management, and will take no longer than 5 minutes to complete.

Upon completion of the survey, we'll send you your own personal report, which we believe will give you the space to step back from your day to day activities, and look at the areas which you want to focus on, but maybe do not have the time to.

Armed with the report and the suggestions we've provided, we believe you can make your business "simply irresistible" for your people.

If this sounds of interest, just click here to take the survey: <https://letstalktalent.typeform.com/to/pKqacw>

### **Our Summit representative(s)**

Jo Taylor – Director

For over 20 years Jo has been working in HR and management, starting her career at the BBC as a storyteller which gives her a unique insight into HR. Before starting Let's Talk Talent, She was Director of Talent & Resourcing at TalkTalk Group and has had senior roles at Dentsu Aegis, Channel 4 and Harper Collins UK. She has a natural ability (and an abundance of high-level experience) when it comes to complex, customer-facing organisations and a deep appreciation of employees as consumers of their employed experience. With 7 years' experience at board level in a variety of leadership roles, Jo is adept at creating and implementing people-centric talent strategies, designing performance management processes, blended learning and development solutions, talent mapping and redesigns of recruitment, succession, reward and recognition strategies globally.

Dave Taylor - Director of Production

Dave runs the Let's Talk Talent office to ensure that all our projects are delivered to the highest quality and on budget. He directs and produces our creative services which range from videos, podcasts to creative printed materials.

**Lightbulb Leadership Solutions Ltd**  
[www.lightbulbleaders.com](http://www.lightbulbleaders.com)

**Fiona McKay**  
Managing Director



**What is your website address?**

[www.lightbulbleaders.com](http://www.lightbulbleaders.com)

**What we do**

Lightbulb Leadership Solutions is the leadership development & leadership capital consultancy that some of the World's best brands and businesses trust as their growth and transformation partner. Organisations around the world to rely on the Lightbulb Team to create:

- inspired and influential leaders
- resilient organisations able to act and adapt to rapid growth, disruption, change and uncertainty
- collaborative role models and high integrity workplaces
- the board and business behaviours of the future
- a pipeline of visionary & strategic leadership talent
- #FeedbackFirst positive workplaces - a development programme and global campaign to eradicate workplace gender stereotypical feedback to enable equal access leadership opportunities for women

**Services we'd like to showcase at the Summit**

I.C.E Leadership Development: Intrepreneurship, Commerciality & Enterprise Programmes  
#FeedbackFirst & Winning Women Leadership Development Programmes  
Next Generation Leadership Succession & Transition  
Leadership Capital Consulting (for Private Equity Investment, IPO & M&A Due Dilligence)

**Some of our key clients**

Imperial London Hotels, Actis, Adidas Group, BOC - The Linde Group, UniCredit, London Gatwick Airport, Dentsu Aegis Media, Publicis Media, HR in Hospitality, Phaidon, International, Superdrug, The Law Society, BLM Law

**In which regions do you offer your services**

Europe  
MENA  
North America  
Asia

**Core services we offer**

Behavioural training  
Commercial/business acumen  
Consultancy  
Culture Change  
Leadership development  
Management development  
One to one coaching  
Performance improvement  
Succession management  
Team development  
Women in leadership



**Please list here any other services not already mentioned**

Organisational & next generation leadership transition

Succession planning in High Growth & High Net Worth Leaders

Succession planning: getting the issue on the table. Who's waiting, who's ready and who's totally unsuitable?

Challenges of succession planning: internal dynamics and the politics of position

Creating a detailed plan: succession, transfer, timings & responsibilities, accountabilities and governance guidelines

Building the leadership capabilities of 'next generation' leaders: when technical experience just isn't enough

Can there be growth and innovation if a heroic leader is still in prime position? The clash of the old guard and the new generation in transitioning teams

Building an authentic leadership brand: how to create a following – and avoid constant comparisons to 'the old guard'

Creating change whilst maintaining tradition

**Our Summit representative(s)**

Fiona McKay - Managing Director

Fiona McKay, Lightbulb's Managing Director is an award-winning entrepreneur, leadership strategist, High Net Worth (HNW) business leadership succession expert, facilitator, International keynote speaker and the curator of the #FeedbackFirst campaign. She is also a sought after global CEO coach.

A pioneer in the burgeoning field of High Net Worth (HNW) business leadership succession planning, Fiona has worked with businesses across three continents, building capability in 'next generation' leaders and their operational teams.

An expert in influencing how decision makers think to form their judgements, Fiona works with CEO's, C-Suite Executives and Senior Leaders, helping them plan and execute profitable routes through their organisations. As an in-demand keynote speaker, Fiona has engaged audiences across the globe, including FTSE 100 and Fortune 500 company leaders.

She has hosted and chaired conference panels, is a featured writer and contributor to Gulf News, Recruiter Magazine, People Management & Global Recruiter and has a monthly slot reviewing the news live on UK commercial station Radio City Talk.

Previously an Entrepreneur in Residence at Manchester Metropolitan University Business School, Fiona is a vocal equal pay advocate and winner of the Innospace Business Award for Entrepreneurship.

**London Business School**  
[www.london.edu](http://www.london.edu)

**Linda Irwin**  
Senior Client Director

**Louisa Berry**  
Client Director



**What is your website address?**

[www.london.edu/custom](http://www.london.edu/custom)

**What we do**

As one of the preeminent world class global business schools, London Business School strives to have a profound impact on the way the world does business, and the way business impacts the world.

Each year nearly 10k executives benefit from this transformative learning journey

Our global thought leadership and academic rigor from world class faculty is balanced with business relevance to ensure that the learning is applied and embedded to ensure sustainable competitive advantage. We have a 50 year heritage of developing sustainable long term strategic learning partnerships based upon engagement, experience and expertise to ensure both individual and organisational impact.

**Some of our key clients**

Microsoft, Nordea, Danone, A. T. Kearney, Young Presidents' Organization, Oman Oil, Telenor

**In which regions do you offer your services**

Worldwide

**Core services we offer**

- 360 degree feedback
- Assessment Centres
- Behavioural training
- Blended learning
- Coaching skills training
- Communication/Interpersonal skills
- Competency-based learning
- Consultancy
- Cultural/cross-cultural training
- Culture Change
- Customer experience training
- Distance/open learning
- Diversity
- e-learning
- Email & virtual communications
- Employee engagement
- Employee surveys
- Executive education
- Experiential learning
- Financial/accountancy training
- International management skills
- IT tools and systems
- Leadership development
- Learning content
- Learning management systems (LMS)
- Learning resources
- Management development
- Negotiation skills
- One to one coaching

Open programmes  
Outdoor/activity based learning  
Performance improvement  
Performance management  
Profiling  
Psychometric training  
Resilience training  
Succession management  
Talent management  
Team development  
Time management training  
Training and development seminars  
Training venues  
Women in leadership

**Our Summit representative(s)**

Linda Irwin - Senior Client

Linda Irwin is the Senior Client Director at London Business School where she is responsible for the overall strategic client partnership, and leads the team that designs, delivers and evaluates the client's custom programme. Linda has worked with a range of global clients. She has also been a judge over the last 4 years for the EFMD Excellence in Practice awards for impact.

Louise Berry - Client Director

Louisa Berry is a Client Director at London Business School, working in close partnership with organisations from across a range of sectors and geographies, particularly those headquartered in the UK and Middle East.

Louisa is responsible for building and developing close relationships with corporate clients who seek a unique learning solutions, directly supporting the long-term strategic goals of individuals and organisations.

**MGI Learning**  
[www.marygober.com](http://www.marygober.com)

**Paul McErlean**  
Head of Europe and Middle East

**Marie Moulds**  
General Manager



**What is your website address?**

[www.mgilearning.com](http://www.mgilearning.com)

**What we do**

MGI Learning helps organisations to grow their people and their business through a proven approach to embedding learning. Our unique training Toolkits are based on the work of two highly respected experts - Mary Gober and Seán Weafer.

Mary is one of the world's leading experts on customer service, employee engagement and positive communications. Her unique and proven toolkit, The Mindset, Language and Actions of Service has been implemented by organisations in more than 40 countries around the world. Mary was awarded a lifetime achievement award by the Customer Service Training Network in 2010 in recognition of her outstanding contribution and the positive impact her work has had.

Seán Weafer is an international speaker, executive coach, team facilitator and author, and a widely recognised authority on business development and senior leadership communications coaching. Throughout his career Seán has helped business leaders, managers and professionals all over the world. His Expert2Influencer system has been proven to deliver practical and measurable improvements in business results by changing experts into compelling and powerful influencers, leaders and client advisors.

**Services we'd like to showcase at the Summit**

All of our products are created by our two world-class experts, Mary Gober and Seán Weafer. Both are thought leaders which means that their thinking and proven track record is truly leading edge and their content is robust, solid and trustworthy.

We base everything we do on sound psychological principles and empirical studies. Our work is rooted in science and we stand by the results our customers will achieve. Our experts make this sound psychological approach come to life in engaging and enjoyable experiences.

We agree meaningful metrics then we take a measurement before we start work and another afterwards. That's how you can tell we've achieved the results you were looking for – a shift in your own skills, those of your people and at organisational level.

**Some of our key clients**

We deliver our training in over 40 countries around the globe.

**In which regions do you offer your services**

We are a global training partner, with offices in Dubai, London & Sydney.

**Core services we offer**

Behavioural training  
Blended learning  
Coaching skills training  
Communication/Interpersonal skills  
Consultancy  
Culture Change  
Customer experience training  
e-learning  
Email & virtual communications  
Employee engagement  
Experiential learning  
Leadership development  
Learning content  
Learning resources  
Management development  
Negotiation skills  
One to one coaching  
Performance improvement  
Performance management  
Presentation/spoken skills  
Resilience training  
Sales transformation  
Trainer training  
Training video production

**Our Summit representative(s)**

Paul McErlean - Head of Europe and Middle East

Paul is our Head of Europe and Middle East and is our lead in the region. Paul has a background in helping businesses around the world and works with customers across our key markets in the Middle East and Europe.

Marie Moulds - General Manager

Marie Moulds is our General Manager and manages our business in Dubai. Marie is a learning & development professional and has lived and worked in Dubai for a number of years.

**Popcorn Learning Media**  
[www.popcornlearning.media](http://www.popcornlearning.media)

**Eric Gresswell**  
Director



**What is your website address?**

[www.popcornlearning.media](http://www.popcornlearning.media)

**What we do**

Albert Einstein once said:

Everybody is a genius. But if you judge a fish by its ability to climb a tree, it will live its whole life believing that it is stupid; We agree. Unfortunately, if you try to teach a fish to climb a tree using most traditional learning, it will die of boredom too. At Popcorn Learning Media we're all for saving fish.

At Popcorn we simplify the complex and present it to people in the most engaging and interesting way possible. We're passionate about learning and we're unashamedly tenacious in our pursuit to change the online learning landscape for the better through engaging eLearning and bitesize learning films.

**Services we'd like to showcase at the Summit**

We deliver online content to business in countries across the world as well as providing a full translation service for our content.

**Some of our key clients**

M&S, Dixons Carphone, Nando's and Lonza Pharmaceuticals

**In which regions do you offer your services**

Worldwide

**Core services we offer**

Blended learning  
e-learning  
Learning content  
Mobile learning  
Trainer training  
Training video production  
Video training

**Our Summit representative(s)**

Eric Gresswell – Director

Eric has worked in L&D for over 20 years and has held several leadership roles during that time in large blue-chip companies. He's passionate about developing people and organisations through high quality learning programmes and his programmes have been delivered to a prestige client base that has included: Sky, Apple, Samsung, Sony, M&S, Virgin and Dixons Carphone. If you want to discuss L&D or expand an idea you've got, Eric is your man, but don't ask him to draw you a good picture, we have talented artists for that!

**TTE Academy**  
[www.tte.coach/en](http://www.tte.coach/en)

**Lars Linnekogel**  
Founder & Managing Director

**Tessa Elpel**  
Head of TTE Academy



**What is your website address?**

[www.tte.coach/en](http://www.tte.coach/en)

**What we do**

TTE Academy offers bespoke training & coaching for exceptional development of top talent

1. **CONSULTING SKILLS TRAININGS:** Trainings with interactive case studies teaching core consulting skills & tools (e.g., problem solving, slide writing)
2. **TEAMBUILDING AND STRATEGY WORKSHOPS:** Interactive workshops triggered by goal (e.g., team satisfaction, strategy development) or event (e.g., reorganization)
3. **COACHING:** One-time or reoccurring coaching sessions for project managers or teams to achieve individual development goals
4. **PROJECT SUPPORT:** Consulting support for your projects – in conjunction with our broadly experienced consulting company TTE

TTE Trainers are former consultants from Boston Consulting Group and are certified coaches from top business schools.

**Services we'd like to showcase at the Summit**

TTE Academy will be showcasing our new consulting skills training and coaching offerings:

- Consulting Skills Trainings for projects, strategy and transformation talents
- Coaching for project managers and project teams from former BCG consultants
- Project support: Get TTE team members onboard

**Some of our key clients**

Lufthansa Group, Maersk, Flixbus, N26, Eppendorf AG, Nordex, DSM, Hamburg Wasser, Handelsblatt Research, immonet.de, CYLAD Consulting

**In which regions do you offer your services**

Europe  
Middle East  
North America



### **Core services we offer**

Commercial/business acumen  
Communication/Interpersonal skills  
Competency-based learning  
Consultancy  
Culture Change  
Digital transformation  
Distance/open learning  
e-learning  
Email & virtual communications  
Employee engagement  
Employee surveys  
Experiential learning  
Leadership development  
Management development  
One to one coaching  
Presentation/spoken skills  
Project management training  
Women in leadership

### **Our Summit representative(s)**

Lars Linnekogel - Managing Director

Lars is TTE's Founder and Managing Director. He is a certified coach from European Business School and has worked as Project Leader for Boston Consulting Group and with the Lufthansa Group. He oversees projects across Europe, the Middle East and North America. Lars has an extensive track record of program and project management across industries and regions and is a Master Trainer and Coach at TTE Academy. Lars holds an MSc in Management with focus on leadership and organization. Lars coaches' top talents from tier one consultancies and large corporations and supports TTE client with onsite project support.

Dr. Tessa Elpel - Head of TTE Academy

Tessa is leading TTE Academy and is a Master Trainer and Coach (Munich Business School). Before TTE, she worked at Boston Consulting Group as a strategy consultant and currently leads projects for TTE and TTE Academy across Europe. She is also specialized in coaching and training women in leading projects and transformations. Tessa holds a PhD in law. Tessa runs training programs such as the Consulting Skills Training and individual coachings.

## VA Consultants

[www.vaconsultants.co.uk](http://www.vaconsultants.co.uk)

### Martin Saunders

CEO

### Andy Read

Business Development Manager



### What is your website address?

[www.vaconsultants.co.uk](http://www.vaconsultants.co.uk)

### What we do

VA - Transform culture and performance through a people focused approach to achieve outstanding business performance and sustained organisational value.

We do this by:

- Aligning business, people and performance strategies
- Developing aligned powerful teams, coaching senior leaders and delivering leadership programmes across the business
- Supporting organisations to develop a leadership culture that is suited to thriving and performing sustainably in a complex world

We are always -

- Tailored and bespoke
- Purpose driven with clearly defined outputs and outcomes that enable assessment of performance change
- Experiential
- Balanced in providing knowledge with peoples' ability to make sense of the world
- Values and beliefs led
- Systemic
- Relational and partnership focused
- Transformative

### Services we'd like to showcase at the Summit

- Moving the needle of gender balance - D&I & Women in L'ship
- What it takes to be truly agile
- Transformational & Adaptive L'ship
- Creating an Emotionally Intelligent Workforce
- Human Capital Management - transforming the employee experience
- Managing Change, Complexity & Creatively

### Some of our key clients

Microsoft	Nordic Capital
Just Eat	Saferoad
Sodexo	Munters
Travis Perkins	Highways England
MBDA	Britax
Financial Services Compensation Scheme	Ticketmaster
Morgan Sindall Group	Costain
EPC Groupe	Hs2
Wickes	Kelly
WSA	Luvata
Bauder	Virtus Tubes
University of Cambridge	Quorn
CarShop	EvoBus Daimler

### **In which regions do you offer your services**

Building on recent success VA are growing its international reach and now operational in: UK, Norway, Sweden, Denmark, Germany, France, USA, Saudi Arabia, South Korea, Australia, China, Italy, Mexico and Germany

### **Core services we offer**

- 360 degree feedback
- Assessment Centres
- Behavioural training
- Blended learning
- Coaching skills training
- Consultancy
- Culture Change
- Diversity
- Employee engagement
- Experiential learning
- Leadership development
- Management development
- One to one coaching
- Outdoor/activity based learning
- Performance improvement
- Performance management
- Psychometric training
- Resilience training
- Talent management
- Team development
- Women in leadership

### **Our Summit representative(s)**

Martin Saunders - CEO

Martin has extensive leadership experience in the commercial world, having worked in retail, media and promotions, and uses his experience to relate people development in business context. An engaging consultant, facilitator and coach, who excels in fast paced, high pressure environments. Martin is highly creative and loves to bring this into his work and enjoys solving problems. Over the last 6 months overseeing and developing VA's distinctive IP, approach and proposition to provide a sharp clarity to the work VA deliver in partnership with our clients to enable them to create significant increases in business performance and organisational value.

Andy Read - Business Development Manager

Andy joined VA in 2017 and is a veteran in the corporate world with 14 year's experience in people and organisational development & 20 years business and commercial experience gained through working in banking, media and publishing. His focus is in leading the expansion and growth of VA, whilst managing and growing a number of existing key clients. Andy gets excited about the things that gets his clients excited and has a natural curiosity and relational approach. This enables more productive and thought-provoking conversations that supports and shapes development solutions to improving organisational & people performance. Away from business Andy is a keen drummer, cyclist, walker and runner - when it's not too cold!



## **Speaker programme**

This information will also be made available via an online link after the Summit



## Opening Keynote– Day 1

Rasmus Ankersen, Entrepreneur, Bestselling Author, Chairman of FC

### *Hunger in Paradise - How to save success from failure.*

While organisations talk a lot about how to achieve success, they talk way too little about the consequences of success. About the complacency, arrogance and resistance to change, which often follow as a shadow of success. Success often produces complacency. It happens to individuals, companies and nations.

For the past five years, Rasmus Ankersen has studied how successful companies can stay successful, and in this speech he will share his answers to questions like: How do you stay humble when the company cashes in record profits? How do you provide people with the feeling that they are standing on a burning platform when there are no flames in sight? Or put it in another way: How do you create hunger in paradise?



*Rasmus Ankersen is a bestselling author, entrepreneur, speaker on performance development and a trusted advisor to businesses and athletes around the world. In 2012 Rasmus published *The Gold Mine Effect*, in which he explores how some countries and cities develop a disproportionate amount of top talent. In 2016 Rasmus published *Hunger in Paradise*: a book about how successful organisations can remain successful by eliminating complacency. Rasmus is also the chairman of FC Midtjylland, his childhood football club in Denmark, and a director of the English club Brentford FC. Both are known as some of the world's most innovative football clubs, especially recognised for their use of big data to drive decision-making. Over the past few years, Rasmus has been hired to share his research on high performance cultures by global brands like:*

*LEGO, Google, Boston Consulting Group, IKEA, Google, Facebook, Hitachi, Roche, Ernst & Young and many more.*

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#### NOTES:





## Opening Keynote – Day 2

Tammy Erickson - Adjunct Professor of Organisational Behaviour,  
London Business School

### *2. Building Organisations for the Future*

What's the most important challenge your business needs to address – and are you working to build an organization to meet that challenge? Throughout history, successful leaders have responded to the specific challenges and opportunities of the time, often inventing new approaches and organisational designs. Today's new technologies and shifting demographics are changing the way value is created, the way work is organised, how work is managed and integrated, and how organisations relate to those who work. For courageous leaders, these shifts offer the possibility of rethinking business practices that have been widely adopted over decades past.

Explore ten predictions for organizations built to excel today and in the future, including that they will own less, plan less, shift the employment relationship from a cash to asset deal, organise around projects, pay for outcomes, and tap workers across a 50 year age span. Understand the implications of our contemporary changes and the fundamental challenges that will make your organisation iconic.



*Tamara J. Erickson is a McKinsey Award-winning author and a widely-respected authority on leadership, the changing workforce, collaboration and innovation, and the nature of work in intelligent organizations. She has five times been named one of the 50 most influential living management thinkers in the world by Thinkers50, the respected ranking of global business thinkers. Erickson is an Adjunct Professor, Organisational Behaviour, at London Business School, where she has designed and directs the school's premier leadership programme for senior-most executives, Leading Businesses into the Future. An experienced executive and global advisor, Erickson has also served on the Board of Directors of two Fortune 500 corporations. She holds a BA degree from the University of Chicago and an MBA from the Harvard Graduate School of Business Administration.*

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#### NOTES:

## Strategy Group programme overview

Developing Successors

Speaker: Burak Ecemiş, Head of Learning & Development, Middle & Africa, Ericsson



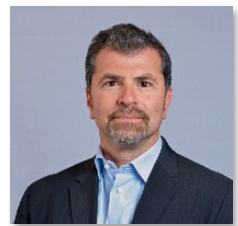
Business constellations

Speaker: Marea O'Sullivan, Head of Leadership and Talent Development - Novo Nordisk Africa & Middle East



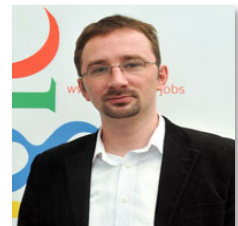
Next generation digital – simple, readable technology solutions

Speaker: Joe Chalouhi, VP Human Resources, Global Growth Organisation and BHGE Oil and Gas, General Electric



Managing career like a start-up. How to move employees' mindsets from upward linear career paths to growth-based career paradigm

Speaker: Marek Mos, Head of HR Southern Europe and EMEA Emerging Markets, Google



The changing world of Employee Experience advantage and Emiratisation

Speaker: Emma Seymour FCIPD, Vice President of Worker Welfare, Expo 2020 Dubai



**Action Learning workshop:**

Driving gender diversity in the UAE – How to develop a robust strategy

Facilitated by: Jennifer Hamdan, Head of Talent and HR, Ogilvy & Mather



Gillian Jones-Williams, Managing Director, Emerge Development Ltd



Sarah Christensen, CEO & Founder, Christensen Consultancy



**Action Learning workshop:**

CIPD Leaders in Learning: The Disruption of Learning and Development

Facilitator: Andy Lancaster, Head of L&D Content, CIPD, UK



**Closing plenary:**

The Importance of measuring ROI to future proof Learning & Development

Facilitator: Hazel Jackson, CEO, Biz Group

Speakers: Plus special guest Panelists





# Strategy Group programme

## 1. *Developing Successors*

**Speaker:** Burak Ecemiş, Head of Learning & Development, Middle & Africa, Ericsson

How do you develop your successors for the key roles in your organization? Most of the time organizations are focusing on identifying the successors, but not much how to develop them.

In this session Burak Ecemis will share with you a framework used to develop the successors for the Sales Teams. The framework has 4 parts. These are: Training, Job Shadowing, Mentoring and Developmental Activities. Although it is designed for the Sales Managers, it can be applied in any role in an organization. The parts of the framework are not interdependent, but complementary.

### **Biography**



*Burak Ecemiş is the Head of Learning and Development for 67 countries in Middle East and Africa Market Area which is one of the 5 Market Areas in Ericsson, a supplier of telecom networks and services in 140 countries. In his current role Burak has responsibility for developing world class learning; leading a group of learning consultants and works closely with the Chief Learning Officer. Previously he led the People Development Functions in Apple and Coca-Cola for Regions Middle East and Central Asia. He has 18 years of business experience in HR, Management Consultancy and Sales in Telecoms and FMCG sectors.*

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**NOTES:**

## 2. Business Constellations

**Speaker:** Marea O'Sullivan, Head of Leadership and Talent Development - Novo Nordisk Africa & Middle East

Imagine you are running a development programme for leaders, and they are finding it very insightful. They ask "Will our managers be going through the same programme?" You explain they have endorsed the programme (to avoid giving a negative response). On the final day not only do the leaders express how much they enjoyed the experience, but also how fired-up they are to put what they learned into practice.

3 months later, despite the abundance of good will, nothing has changed. And worse still, a few leaders now want to leave the organisation, stating it no longer fits their aspirations.

Recognise this scenario?

This situation is all too common. I call it 'cleaning the fish and putting it back in a dirty pond': in other words, trying to make changes to one variable in a complex system, and not addressing the system itself.

Many of today's critical business and leadership challenges are systemic; whether increasing sales, strategy development, empowerment, agility, collaboration, teamwork, coaching or feedback culture, etc. These challenges cannot be solved by improving leaders' competence alone, and they certainly cannot be solved in a 2-day training event.

But what if from the comfort of the classroom we could:

- Get to the root cause of complex problems
- Reveal hidden dynamics in the system
- Receive powerful insights from the perspective of all the elements in the system
- Free-up the energy in the system to address the problem at its root

This is exactly what Systemic / Organisational Constellations does. If you have never heard of Constellations it is due to the complexity of the mechanics, and not because of lack of impact. On the contrary, whether we look to research or to testimonials it is powerful, and it works.

### Biography



*Marea O'Sullivan has over 20 years' experience working in global leadership, talent management, learning and OD. She has lived and worked in over 15 countries and a range of industries; with a particular focus on pharmaceutical (healthcare) and professional services. Positions held fall into two groups: 1: Global / Regional head: defining leadership, talent and development strategies, creating/improving infrastructure and processes, business partnering and leading global/regional interventions. 2: Principal /Senior consultant for top ranking consultancies: executive coaching, analysis, design and facilitation of typically large scale, global interventions supporting major transformations. Obsessive about: Using science, evidence, analytics to define and measure strategies driving organisational and personal growth, integrating learning and work; taking advantage of the development opportunities offered by real work and real business challenges: "When working is learning, then learning is working", Performance Consulting and systemic change management. Certified in coaching, British Psychological Society psychometric assessments and change management; with a Masters specialising in neuropsychology and human communication and the second Masters in Organisational Behaviour.*

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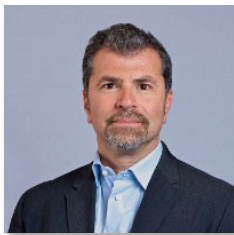
### NOTES:

### 3. Next generation digital – simple, readable technology solutions.

**Speaker:** Joe Chalouhi, VP Human Resources, Global Growth Organisation and BHGE Oil and Gas, General Electric

We all know that change is a constant; however, we probably did not anticipate its speed and the impact it would have on the way we work. The future of work is shaping up quickly, and we must anticipate the change and adapt to survive the wave. The questions we must ask ourselves are; how do we let go of traditional practices? How do we focus on what matters the most? What are the new capabilities and skills we need to develop? How is digital technology transforming all of this? HR will play a key role and will need to spearhead this change to drive this transformation. In this presentation we will see how GE is meeting these challenges, and take a look at some of the work already in motion to help with this transition.

#### Biography



*Joe Chalouhi was born in Sydney, Australia. He attended the University of Wollongong where he earned his Bachelor's degree in Psychology and in 1995, a Master's degree in Psychology from the University of Western Sydney. A registered psychologist, Joe began his career in Australia working with child and family protection and teaching at Sydney University. In 1995, he moved to Dubai, United Arab Emirates and worked in one of its hospitals. Joe began his HR career with Schneider Electric in 1997 starting as the HR & Communications Manager based out of Riyadh, Saudi Arabia, and then as the HR Director for Middle East & Africa, based in Istanbul, Turkey. During his tenure with Schneider Electric, Joe was based out of a variety of locations including Riyadh, Cairo, Istanbul, Beirut, and at the company's International Division Headquarters in Paris. From 2006 to 2008, he joined PepsiCo as the Organization & Management Development Director for Middle East and Africa based in Dubai and later in Cairo. In 2008, Joe returned to the Energy business with Areva Transmission & Distribution (now Alstom Grid) as the HR Director for the Middle East North Africa (MENA) region. Joe joined GE Energy in 2010 as the Senior HR Manager for Middle East North Africa & Turkey (MENAT). In 2012, he was transferred to Global Growth and Operations and took on the role of Organization and Talent Development Leader. End 2013, Joe was promoted to become the Senior Human Resources Leader for the MENAT Region. Since 1st May 2014, Joe took on the role of Chief Human Resources Officer for GE Global Growth and Oil & Gas in MENAT. He is actively involved with the GE affinity groups and is the executive sponsor for HealthAhead in the UAE.*

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#### NOTES:

#### **4. Managing career like a start-up. How to move employees' mindsets from upward linear career paths to growth-based career paradigm**

**Speaker:** Marek Mos, Head of HR Southern Europe and EMEA Emerging Markets- Google

For about the last sixty years the job market for educated workers operated like an escalator - career development was sequential. Promotion-based career culture was largely vertical and had little cross-functional or cross-silo movement. This was a comfortable position for employers, as designing career paths and communicating them to the employees was relatively easy. The system was transparent. However, technology and globalization are transforming traditional career paths. Most organizations have delayed their job hierarchies in the past decade, and almost 75% of heads of HR don't anticipate adding back layers in the next five years. Organizations continue to be more and more matrixed. The skills of today do not warrant success in the future. We do not even know which jobs will emerge in 5 years and which ones will disappear. Yet employees demand clarity and - based on the past habits - expect career paths to be presented to them. How do you address this contradiction? How do we help employees navigate this ambiguity and take full ownership for development of attributes, that are likely to open the door to a successful and rewarding career?

##### **Biography**



*Marek Mos is a Head of HR for EMEA Emerging Markets and Southern Europe (France, Italy, Spain and Portugal) for Google. During his 10 years at Google he witnessed how the organization developed from the start up dynamics to a huge company and observed associated changes in employees' attitudes. He participated in Google's global and regional projects that shaped current career development ecosystem at Google. Marek has worked in 3 Google offices: Poland, Russia and now UAE. Prior to his Google experience he held the roles of Global Management Development Director at Valeo Automotive, Head of Compensation at GSK and a range of HR roles at Philip Morris.*

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##### **NOTES:**



## 5. The changing world of Employee Experience advantage and Emiratisation

**Speaker:** Emma Seymour FCIPD, Vice President of Worker Welfare, Expo 2020 Dubai

The nature of work is changing and so are the individuals coming in to the labour market. Organisations need to work towards a sustainable business model when attracting, retaining and developing key local talent.

### Biography



*Emma Seymour is the Vice President of Worker Welfare at Expo 2020 Dubai, and a Chartered Fellow of the CIPD. She has worked in the UAE for over 10 years and has experience in Hospitality, Facilities Management & Construction. Emma specializes in Employee engagement and welfare, development and employee relations.*

- In 2012 I came to work for Pitney Bowes as Health and Wellbeing Manager for Europe. My role involved setting the strategy for Wellbeing, overseeing the OH Service, (external provider), EAP service and Wellbeing program. My role also involved a considerable amount of international travel.*
- The experience of working in Europe has helped me in my current role as Head of OH and Wellbeing for a large construction firm where I am working with a team from many different countries, mainly, UK, Sweden and Germany and Portugal. The role is perhaps my most challenging yet!*
- I have spoken at a number of conferences including the Institute of Work Psychology at the University of Sheffield in 2016 and Employee Benefits in London 2017.*
- I am Mum to three wonderful teenagers*

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### NOTES:

## Action Learning workshop

### 6. Topic: Driving Gender Diversity in the UAE – How to develop a robust strategy

The UAE is forging ahead with its commitment to gender diversity as it strives to be one of the top 25 countries in the world for gender equality by 2021. This ambitious target has seen a concerted drive by the government to set challenging targets for all organisations within the country, which have been outlined in the UAE Gender Balance Council Guide. This guide, launched in September 2017, articulates the country's vision and commitment to gender diversity and sets out the Bronze, Silver and Gold standards with which it expects organisations to operate and aspire to.

Since its release, Gillian Jones-Williams and Sarah Christensen have been working to break the Gender Balance Guide down into easily understood indicators and have designed a diagnostic tool that will allow organisations to easily see their current level of operating and identify areas for development for the future. They have validated these indicators against the Women's Empowerment Principles (WEP), the UK Investors in Diversity indicators and the Bloomberg Gender Equality index to ensure that best practice from the UAE, UK and US is broadly covered.

During this insightful workshop, Gillian and Sarah will help you to identify your organisation's current standing against the Bronze, Silver and Gold standards set out in the Gender Balance Guide and will facilitate round table discussions on Commitment, Policies, Development and Communication to ensure the alignment of your diversity strategy to the key components of the Guide. This discussion will also be a fantastic opportunity to hear from other organisations, ask questions and consider how to overcome any barriers you are facing.

**Facilitator:** Jennifer Hamdan – Head of Talent & HR, Ogilvy Mather



*She has lived and worked in the region for more than two decades, during which time she became one of the first fully Certified Professional Coaches in the UAE, qualifying as early as 2007. Jennifer is also an Associate Member of the CIPD, an accredited Organizational Relationship Systems Coach and holds a Master Degree in Human Resource Management. Her final dissertation provided a HR perspective on how improved flexible working arrangements helps organizations increase female workforce participation in the UAE. In her current role, she acts as a trusted advisor to the leadership team, and is responsible for building an operation and collaborative culture that befits one of the world's most transformative agencies. She is also one of just three women to sit on the Mema Ogilvy Executive Committee. An industry heavyweight, Jennifer has served some of the world's best and well-known organizations, across multiple markets, including The Walt Disney Company, MasterCard International, Aon Hewitt, and now Ogilvy. Her passion lies in helping to create an enjoyable, productive and engaging employee experience that ensures the best place to work for all employees.*

**Facilitator:** Gillian Jones-Williams - Emerge Development Ltd, Emerge Development



*Gillian Jones is Managing Director of Emerge Development Consultancy, which she founded 20 years ago. She is also an Author and Motivational Speaker. As an Executive Coach Gillian has had the privilege of working with many CEO's and top female leaders in the UK, Europe, Australia, the US and the Middle East. In her career as an author Gillian has written 50 Top Tools for Coaching which was published by in Autumn 2009 (4th Edition published in March 2018) and How to create a Coaching Culture Strategy (2nd edition to be published in September 2018). Gillian specialises in delivering women's workshops around the world, particularly in the Middle East. Her Empowering Women's Programme RISE is renowned for being one of the most successful development interventions for networks of women. She is an expert in Gender Parity Strategy and has been working over the last 6 months to interpret and validate the OECD Gender Parity Guide to support organisations to achieve the standards.*

**Facilitator:** Sarah Christensen – CEO & Founder, Christensen Consultancy



*Sarah Christensen is the CEO and founder of Christensen Consultancy, a company dedicated to supporting organisations to fulfil their potential in whatever they do. As a Chartered Occupational Psychologist with over 15 year's worth of industry experience, Sarah aims to blend her knowledge of neuroscience and mindfulness to create a powerful and dynamic approach that addresses not only the practical aspects of development, but also the psychological components of potential. Sarah is deeply passionate about gender equality and in promoting diversity in the workplace. Her extensive experience in the fields of talent and career management, organisational change and training and development in a range of industries, have provided her with in-depth insights into the benefits and issues associated with gender equality and the behavioural approaches that create lasting and meaningful change. Sarah ultimately enjoys works closely with her clients to identifying innovative, values-drive solutions that will not only enhance gender-equality, but overall performance and engagement and ultimately the bottom line.*

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**NOTES:**

## Action Learning workshop

### 7. Topic: CIPD Leaders in Learning: The disruption of learning and development

*Organisations are changing fast!*

The nature of work is changing with disruptive approaches undermining previously successful business models. Past achievements no longer guarantee future success. Globalisation and technology are forcing organisations to embrace new competition and complex challenges. The workforce is at its most diverse with the greatest age range of workers than at any time in history resulting in a variety of needs. Employees are demanding more flexible working and the more frequent transition from one organisation to another creates a constantly evolving workforce. And, the necessity of fixed geographic workplaces is challenged by dispersed staff who must be supported to work and interact using virtual and online solutions.

The ability for organisations to successfully evolve is ultimately determined by the capability of their staff. Transformation of the organisation is inextricably linked to the transformation of individuals and for that to be a reality, learning has to be at the core.

However, it should be no surprise that as organisations evolve the nature of learning must also change; L&D teams must revolutionise their approach.

This workshop explores some of key ways in which learning and development is being disrupted including:

- The move from courses being the default approach to learning delivered in the flow of work
- The need for agile responsive solutions
- The use of digital technology to facilitate learning anytime, anywhere
- Communities in which people share practice, solutions and expertise within the group
- Staff committing to development both at work and in their own time through self-directed learning
- New learning roles emerging in L&D/HR teams

**Facilitator:** Andy Lancaster, Head of L&D Content, CIPD, UK



*Andy Lancaster has more than 25 years' experience in learning and organisational development in commercial, technological and not-for-profit organisations and has also worked as a consultant. As Head of L&D Content at CIPD Andy is responsible for professional development and learning products, content and qualifications for L&D, coaching and mentoring and management and leadership. Andy plays a key role in the direction and delivery of CIPD's vision for L&D. He helped develop CIPD's new L&D qualifications, oversees the Leaders in Learning Network and is pioneering digital learning at the Institute. Andy has a Master's Degree in Instructional Design and is a Fellow of the Chartered Institute of Personnel and*

*Development (FCIPD), the Chartered Management Institute (FCMI) and the Learning and Performance Institute (FLPI). He regularly speaks at conferences, write articles and is the co-author of the "Webinars Pocketbook". He is an avid Tweeter being found on Twitter at @AndyLancasterUK.*

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**NOTES:**

## Closing Plenary

### *The importance of measuring ROI to future proof Learning & Development*

In today's tough economic times where budgets are constantly being scrutinized – it's crucial for learning and development to be seen as delivering tangible business results. Historically Learning and Development Managers have not made defining the business impact of their programs a priority – either out of concern of the results or out of difficulty in proving ROI with subjective rather than numerical tools. But without a clear ROI how can the effectiveness of training be determined or training investment be justified? The challenge of aligning training objectives with stakeholder expectations and keeping business goals at the heart of learning represents an opportunity for the L&D community to ensure training is no longer seen as a cost center but rather appreciated as a revenue generating unit.

Now more than ever, learning and development has an important role to play in helping companies adapt to the digital age and the future of work. But it can only elevate itself to this strategic challenge if it is perceived as having transformational power and business impact. These are exciting times as never before has technology provided so many dynamic learning opportunities that not only satisfy today's modern learners but also provide business units and L&D with powerful analytical data to validate the impact of programs and projects.

This closing plenary explores the increasing importance of understanding and communicating the impact of learning and development in a volatile and competitive market. Our panelists will be discussing the following dimensions of this challenge;

- The impact of traditional training vs blended learning experiences
- The role of digital in understand and measuring results
- Understanding the right KPIs to measure the impact of learning
- The importance of Return on Investment vs Return on Expectations
- The role of learning in the future and how it can be measured accurately

**Facilitator:** Hazel Jackson, Senior Strategy Coach, Biz Group



*Hazel is an entrepreneur at heart and has built a regionally recognized and successful multi-million dollar businesses – Biz Group, starting the company in 1993 with just \$700. She is an active Business Coach, Strategy Facilitator and Senior Team advisor **with a cross section of organisations both in the Middle East and Globally.***

*Hazel is a **Multipliers Master Practitioner** and delivers this dynamic leadership content to chief executives and directors both in focused practical workshops and through large inspiring keynotes. Often booked as the second keynote deliverer to the author globally. She has been instrumental in establishing Multipliers partners in South Africa, China and Europe as well as owning the license rights for the Middle East. Hazel brings unique energy and curiosity to enabling your meeting to be successful and leverage the time of the attendees.*

*When Hazel isn't engaged in client interventions, her role as **CEO** is to establish new partners and alliances. She is an avid reader, attends 4-6 global thought leader conferences a year and is regularly engaged for her learning industry perspective by local media.*

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**NOTES:**

10-11 April 2019 | Grosvenor House, Dubai



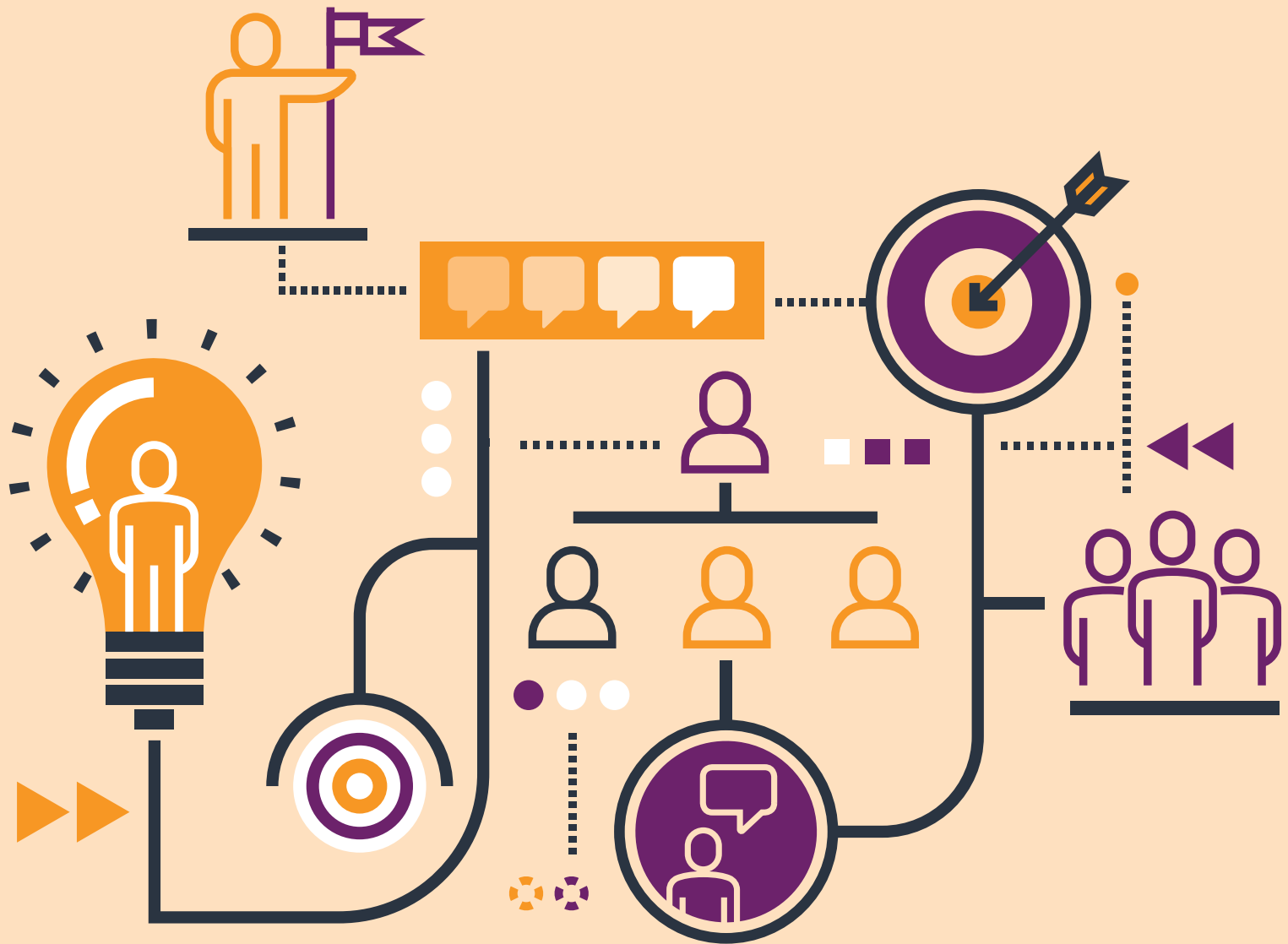
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Globally partnering with our Clients to maximise their return on Investment in Development



## Inclusion, Diversity and Gender Balance

Emerge has a broad experience of working on diversity issues both in the UK and the UAE. Working with our clients and partners Emerge has developed the Gender Diagnostic Tool to interpret the requirements of the Gender Balance Council in the UAE. We are able to help our clients identify where they are positioned currently and what they need to do to progress to the Gold standard. We will work with you to create a strategy that is aligned to your company vision and culture and deliver lasting change using best practice and innovative solutions:



### Empowered Women's Development Programme

Resilient - Influential - Strong - Empowered -

'RISE' has been designed to help the women in your business reach their true potential. We create a safe environment for women to; examine their strengths and how to maximise them, discuss how to enhance and enrich their careers and consider practical strategies for increasing success.

EPIC - an innovative solution for driving employee engagement.



EPIC is a pragmatic framework for one of the most important business metrics to your organisation's performance – Employee Engagement. It helps your managers lead in the way that your employees want them to lead, reducing employee turnover and increasing efficiency & productivity. EPIC provides a sustainable transformation for your *whole* organisation.

## Executive Coaching

As the need for executive coaching grows, organisations need to be sure that it provides measurable outcomes and value for money. Our sessions are therefore structured with coaches using an appropriate methodology for tracking and recording progress.

Emerge has been working with organisations to implement executive coaching strategies and to rationalise the coaching function, including:

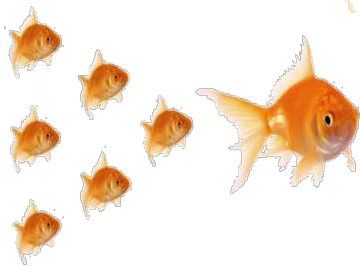
- Executive Coaching Strategy Development & Consultancy
- 1:1 Executive Coaching (e.g. Board Members, Executives and Senior Managers)



## Leadership & Management Development

Everyone has their own definition of what leadership excellence is - every organisation has different expectations of their leaders and every leader has different expectations of themselves. Consequently we have as many versions of leadership programmes as we have clients.

They are obviously similar but no two are the same; this is because what we include and how we include it depends on the needs of the client and the people being developed. We can create a learning experience that is perfectly aligned with your company culture and the objectives you have set.



This is a brief snapshot of our most popular products and interventions. Please contact Emerge for further information on these and all our programmes:

Email: [info@emergeuk.com](mailto:info@emergeuk.com) Phone: +44 1329 820580  
or visit our website at: [www.emergeuk.com](http://www.emergeuk.com)





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- Leading Teams for Emerging Leaders - 18–21 Nov 2019
- Mergers and Acquisitions - 25–28 November 2019

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