



## Company Profile



## Human Asset Management

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*Success happens one step at a time, one day at a time, every day of your life.*

PAUL J. MEYER

Character is the ability to carry out a worthy decision after the emotion of making that decision has passed

HYRUM W. SMITH



Our skills and expertise cover a wide range of HR activities and initiatives.



### Who Are We?

ThinkHR s.a.r.l. is a Human Resources Consultancy company specializing in Professional Training and Coaching.

Our skills and expertise cover a wide range of HR activities and initiatives. The programs we design are developed to meet specific organizational needs.

We, at ThinkHR believe that human beings are the most valuable asset in any organization. We therefore, are committed to helping organizations increase their productivity through better use of their human resources and to enabling clients and partnering companies to achieve real competitive advantages.



### Our Culture

#### Mission

ThinkHR pledges to help every client/ partner achieve measurable results toward their HR Management goals.

#### Vision

ThinkHR aims to be one of the most effective Talent Management companies in the MENA region.

#### Values

- 1. Transfer of Learning**  
we strongly focus on sharing and transferring knowledge and skills.
- 2. Honor**  
we honor and take pride in developing open, long term partnerships with our clients/ partners; we implement and facilitate our work with client groups, far from imposing it on them.

#### 3. Integrity

we deliver what we say we will (and we often do more); however, we will tell you if we can't (or won't) do something.

#### 4. No-nonsense

we see a core part of our role in assisting organizations and the individuals in learning, since we are specialists in designing learning opportunities. We also ensure we continually learn ourselves.

#### 5. Knowledge

we commit to having our programs, products and processes draw on a combination of facilitation, teaching, research and international exposure, all tailored to meet the particular needs of our clients/ partners.

#### 6. Human Resources

we chiefly see the human element behind any development made as it is the essential asset for our work. We don't only think like that, we live like that!

Fighting the War for Talent is hazardous to your organization's health... a distraction from what companies should concentrate on...devising systems that get the most out of everyone.

PROFESSOR JEFFREY PFEIFFER

## Our Services Offerings

We provide Training, Consulting & Implementation in the following:



Career and Succession Planning are major initiatives for the continuity and success of any organization.



### 1. ThinkHR... Human Resources

Certified from the Society for Human Resource Management; USA & Center of Banking Studies- affiliated with the University of St. Joseph; Lebanon.

ThinkHR focuses on all aspects of the Human Resources Function, so that the organization and the individual employees can accomplish their work goals in servicing customers.

1. Human Resources Strategic Management
2. Workforce Planning & Employment
3. Developing Human Resources
4. Managing Compensation & Benefits
5. Managing Employee Relations
6. Managing Occupational Health, Safety & Security



### 2. ThinkTM... Talent Management

Certified from the Institute of Career Certification International; USA.

Career and Succession Planning are major initiatives for the continuity and success of any organization. To manage this area, organizations need to be trained and educated on how to do this.

1. Managing Careers in Organizations
2. Planning Succession & Replacement for Individuals
3. Studying Career Transitions
4. Retaining Top Achievers
5. Implementing Performance Management System



### 3. ThinkCP... Competencies Profiling

Certified from the Institute of Human Resources Management Inc.; Canada.

Competency profiling is a process that aims to identify the skills, knowledge, abilities and judgement (or competencies) required for effectiveness in a precise job role within a specific organization.

1. Competencies Profiling
2. Competency Frameworks
3. Setting Up Competencies Dictionaries
4. Building Competency Based HR Management Initiatives (Recruitment, Training & Development)



### 4. ThinkLM... Managerial Leadership Skills

(Certified from Leadership Management International Inc. and on DISC, OCI & LSI - USA)

This section is designed to help attendees understand the character and challenges of leadership as it exists and can exist in various organizational settings. It is intended to provide insights into the demands of leadership and explore how leadership skills can be developed and applied most effectively. Interaction provides an opportunity to observe and dissect various approaches to leadership. The objective of this section is to help attendees prepare for, and make them more sensitive to, continuing opportunities for improving their own managerial and leadership capabilities

1. Personal Productivity
2. The New Manager
3. Organizational Culture
4. Leadership, Motivation & Influence
5. Strategic Management
6. Strategy, Leadership & Culture



### 5. ThinkPD... Positive Discipline

Certified from Positive Discipline Association; USA.

The Positive Discipline is a program designed to teach young people to become responsible, respectful and resourceful members of their communities.

1. PD for Working Parents
2. PD for Supervisors
3. PD in the Classroom
4. PD for Child Care Providers
5. PD for Teenagers



### 6. ThinkROI... Return on Investment

Certified from the ROI Institute; USA.

ROI is a performance measure used to evaluate the efficiency of an investment or to compare the efficiency of a number of different investments.

1. Training on ROI for HR and Training Programs
2. Consultancy on ROI



A little knowledge that acts is worth infinitely more than much knowledge that is idle.

GIBRAN KHALIL GIBRAN

Good character is more to be praised than outstanding talent. Most talents are, to some extent, a gift. Good character, by contrast, is not given to us. We have to build it, piece by piece -- by thought, choice, courage, and determination.

H. JACKSON BROWN JR.



The reason for boot camps is to build up the self confidence and endurance of its participants



## Our Services Offerings



### 7. ThinkCU... Training Curriculums & Corporate Academies

Representative of Jeff Grenzer- author of *Developing & Implementing a Corporate University; USA*

It is presented to organizations who want to change human behavior to grow past the familiar, the habitual, the routine, and to develop new competencies and new ways of thinking about organizing, and managing commitments, actions and results;

Such organizations need to go beyond their own traditions and begin designing their internal training curriculums, certifications and academies. ThinkHR designs curriculums and develops corporate academies that energize participants and significantly impact their capacity and ability to manage, perform, and lead.

1. Designing, Developing , Implementing & Evaluating Corporate Academies
2. Developing Training Curriculums
3. Standardizing trainings within organizations
4. Branding organizations' employees



### 8. ThinkAC... Assessment & Development Centers

A method for assessing aptitude and performance; applied to a group of participants by trained assessors using various aptitude diagnostic processes in order to obtain information about applicants' abilities or development potential. The assessment center method is utilized in a variety of settings including industry and business, government, armed forces, educational institutions, municipalities and public institutes to select individuals for supervisory, technical, sales, or management positions.

1. Designing, Developing, Implementing & Evaluating Assessment & Development Centers
2. Developing & Analyzing Reports for Assessment & Development Centers



### 9. ThinkBC... Training Boot Camps & Activities (Competency Based)

The reason for boot camps is to build up the self confidence and endurance (with an emphasis on the first quality) of its participants. Participants will not only be trained on how to do this; rather they will practice it and learn from a vast array of behavioral qualities. Boot camps focus on developing agreed upon competencies in their participants.

1. Designing, Developing, Implementing & Evaluating Boot Camps
2. Submitting Follow-Up plans for participants in Boot Camps



### 10. ThinkSS... Behavioral Soft Skills Trainings

Authorized to use *Training Competency Architecture as a member of the Canadian Society for Training & Development; Canada.*

Training and Development is an integral part of any organization. Otherwise, the amount of growth the company can attain will be much lower than its potential. Keeping up-to-date with the trends and the technology and occasional refresher courses, will add a new life to both the employee and the organization.



### 11. ThinkPS... Public Sector

Developing the Public Sector would have great impact and results on a country macro level. ThinkHR focuses hugely on this, and has a series of programs tailored to different sectors in the Public field, like municipalities and public institutes, that brings tremendous positive returns on the investments made.

Designing, Developing, Implementing & Evaluating Training Courses

1. Coaching on the application of what has been learned through Action Plans
2. Providing Surveys and Researches
3. Preparing Training Manuals
4. Establishing Training Centers & Institutes



### 12. ThinkRS... Researches & Surveys

ThinkHR provides an excellent service in all marketing researches and surveys related to Human Resources. This ultimately helps organizations learn from the past to build their future positions and strategies.

1. Employee Satisfaction Surveys
2. Compensation & Benefits Surveys
3. Training & Development Researches
4. Recruitment & Selection Researches

Use discipline to await the chaos of battle. Keep relaxed to await a crisis. This is how you master emotion.  
Stay close to home to await a distant enemy.

Stay comfortable to await the weary enemy. Stay well fed to await the hungry enemy. This is how you master power.  
SUN TZU



We've learned that our process works best when applied on-site with small groups.



### What Differentiates Us?

Four things differentiate us in our field:

1. Our Executive Education;
2. Our Certifications & Professional Memberships;
3. Our Practical Field Experience;
4. Our Passion for Human Resources

### How we might partner?

ThinkHR commits to serving you by:

- Developing and empowering individuals, teams and organizations
- Providing on-going support and advice
- Developing programs, processes and systems that "fit" organizations and meet their needs
- Providing an emphasis on practical skill development based on proved management theories
- Committing to professionalism and excellence
- Providing clients/ partners with value for each dollar invested

### How do we do things differently? The 5 As®:

We know that long seminars and lengthy lectures don't work. So what we do is different. Most of the time, we offer short, action-oriented sessions held on a regular basis. And we do it at your workplace – eliminating costly transportation expenses and major down-time for your staff. We've learned that our process works best when applied on-site with small groups. We utilize time-proven and experience-tested principles. Team dynamics, spaced repetition, and immediate application are keys to success. We meet with you to determine exactly what you want to accomplish. Our process focuses on what's important for you – not on what some «guru» or a new «management fad» says is important. Your goals become the driving force behind our results-centered process.





Write bad things that are done to you in sand, but write the good things that happen to you on a piece of marble

We learn little from our successes, but a lot from our failures

Arab Proverb quote



By identifying the changes that need to take place, we help people set specific and measurable goals, and build up a detailed plan of action.



**STEP 1**  
Assess Performance

Spot Performance Objectives
Verify Current Level of Performance
Analyze Performance Gap

Starting with the results you want to achieve, we assess where your people are now. Based on our findings, we then analyze the performance gap.

**STEP 2**  
Arrange Action

Build up a Dynamic Plan of Action
Identify Critical Success Factors
Establish a Method of Tracking Results

By identifying the changes that need to take place, we help people set specific and measurable goals, and build up a detailed plan of action. Participants begin immediate application of techniques designed to help them alter and/or adjust their attitudes and develop new habits necessary to achieve the results you want.

**STEP 3**  
Alter and/or Adjust Attitudes

Apply Step-By-Step Change
Incorporate Attitude Changes Into Daily Productivity
Evaluate Progress as it Occurs

Applying the process over several weeks has many benefits. Participants don't feel overwhelmed and have sufficient time to master each step. Most importantly new attitudes are applied directly to real business issues. Because of our unique process, we are able to hard-wire these changes into your organization to ensure long-term, ongoing results.

**STEP 4**  
Appraise Outcomes

Compute Results Achieved
Document and Communicate Return on Investment
Identify Additional Areas for Continuing Improvement

Our goal is to develop long-term relationships with our clients. To do that, our process must bring results and a high return on the investment made. Management must be able to link cause and effect in order to tie the investment to the desired result. ThinkHR 5As process can help you reach your goals!

**STEP 5**  
Achieve- Using Action Plans!

After helping people set specific and measurable goals, ThinkHR helps them identify changes in attitudes and habits required to reach these goals. The changes and the techniques required to make them are put into an Action Plan. Participants begin immediately working on their Action Plan to make the changes required in order to achieve the results they want. Implementing the ThinkHR 5As process over several weeks offers invaluable benefits. First of all, this approach takes advantage of the time-proven principle that people learn by doing. At least 80 per cent of new ideas heard in a seminar are quickly forgotten. In the ThinkHR 5As process, participants immediately put into practice what they are learning, and new attitudes are applied directly to daily issues.

Within a short time, participants «own» their attitude changes. Long-term retention of new attitude is strengthened by everyday application. To reinforce their learning even more, participants complete weekly feedback sheets, and results are measured. Accountability is important! As participants see their accomplishments, they are motivated and coached to do even better.

## About the Founder:

*Bassam Nammour is the Managing Director of ThinkHR s.a.r.l.*

*With more than 11 years of experience in the Human Resources Development field, Bassam has acquired a wide practical knowledge in this area with an impressive cultural diversification learnt throughout the jobs he held regionally and locally.*

*Industries he has worked in are Retail, Utilities, Environment and Energy management, Education and Banking.*

*Along with his work experience, Bassam has been strengthening his educational abilities through attending many specialized trainings and certifications and also through his participation in international executive conferences.*

*Bassam has been instructing in major universities in Lebanon and has been a public trainer and speaker for many years.*

*Bassam holds an Executive MBA from the Lebanese American University, a Post Graduate Diploma from the University of London and a BBA from Notre Dame University in Lebanon. He is an active member in major global Human Resources Societies.*

**Our clients include specialist businesses, public government agencies, schools and universities and multinational companies.**

## Who are our clients?

Our clients include specialist businesses, public government agencies, schools and universities and multinational companies.

Some of our clients' industries include:

- Banking & Financial Services
- Construction
- Consulting Services
- Education
- Municipal Affairs
- NGOs
- Political Parties
- Retail
- Telecom
- Utilities







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