



*The*  
JOHN MAXWELL  
**Team**



# M.C.A. People Solutions

Capabilities and Competencies

# Who we are?

M.C.A. People Solutions s.a.r.l., an international recruitment, training and development consulting firm.

We provide our clients with business and professional solutions, consultancy services, recruitment services, people development and customized training programs.

We have been adding value and creating positive impact across the globe since 2008 in collaboration with top global organizations.

*“People Development is our school of thought.”*

In Partnership With:



# About Us



# Our Promise

Our passion in life is growing & developing people to do meaningful things and lead significant lives.

- We will work towards understanding our clients' business needs, allowing the team to offer comprehensive and pragmatic solutions.
- We will also provide our clients with the highest level of training programs and workshops.
- The tailor-made services will always exceed the expectations.
- The Goal is to build a great company that attracts, develops, and retains exceptional people.



# Our Team

## Our Team

A group of dynamic, enthusiastic, highly educated professionals, with 70 years of accumulated multinational experience, in the field of Talent Development, Organizational Development, Talent Management, Operations, and Human Resources, focusing on the primary goal of our clients: 'To achieve higher sales and profit through effective people development'.

Our team of experts come from multinational backgrounds offering services in English, French, Arabic and Spanish



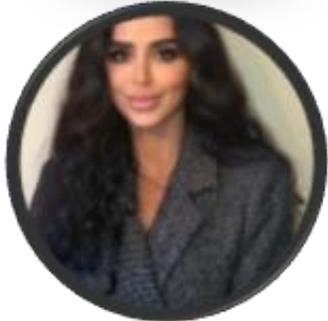
**Hassan Chaker**  
Founder & Managing Director



**Maya El Tal**  
Partner & Lead trainer



**Maria Saab**  
High Performance  
Coach



**Manale Farchoukh**  
Associate Trainer & Coach



**Mona Soubra**  
HR Consultant & Coach



**Aya Barakat**  
Associate Trainer & Coach



**Sarah Al Zaatari**  
Head of  
Recruitment



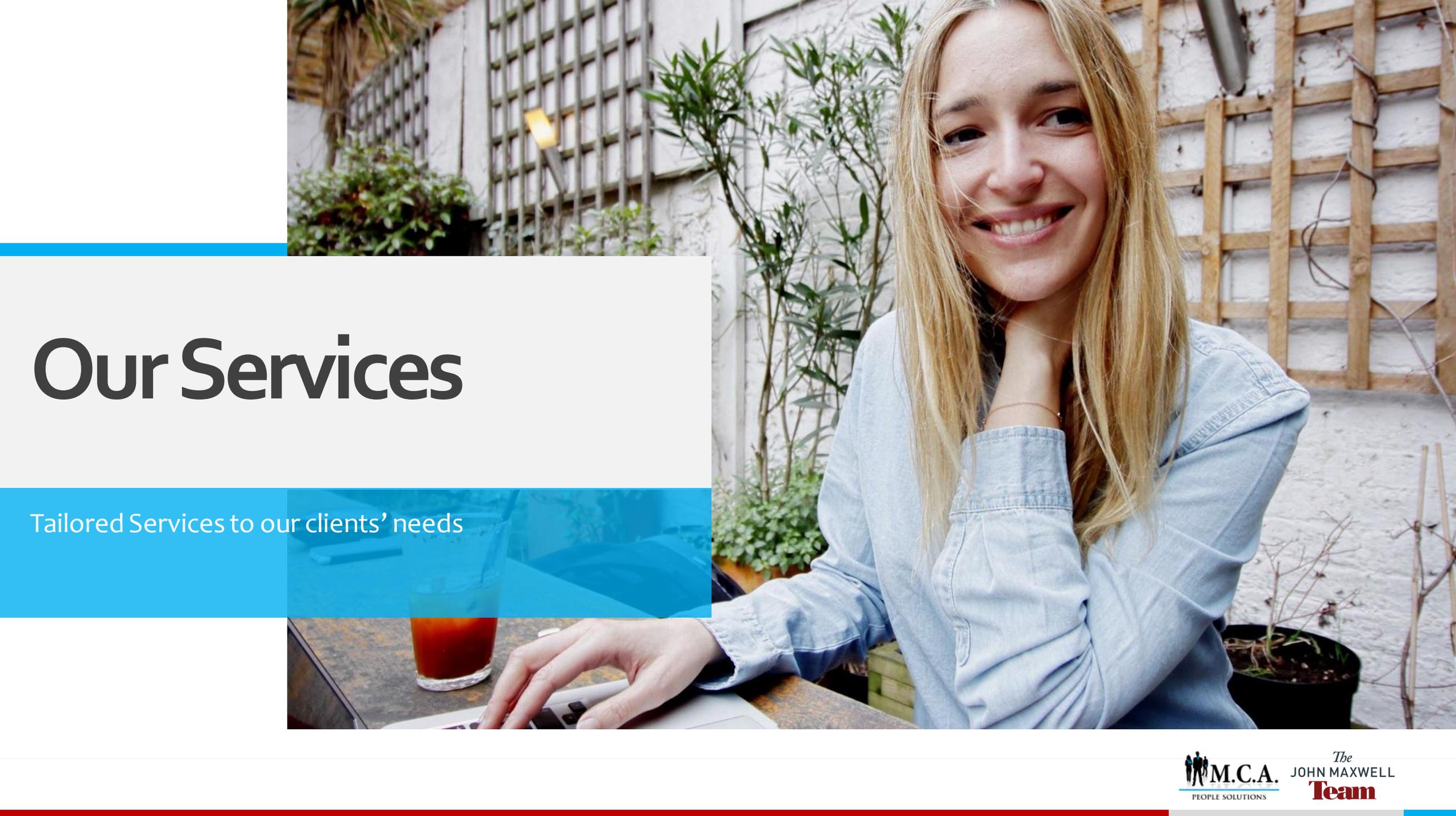
**Maya Saade**  
HR Consultant



**Wissam El Khatib**  
Trainer, Coach & Business  
Development Consultant

# Our Team

Our core team of certified trainers, coaches and consultants



# Our Services

Tailored Services to our clients' needs

# Our Services



# Recruitment Services

M.C.A People Solutions' approach to recruitment is innovative and forward thinking. We provide recruitment solutions, building strong relationships with both clients and candidates and drawing on regional and industry knowledge that enables us to match a detailed client brief with a portfolio of exceptional candidates within allocated timescales.

Our infrastructure and interview methodology promote candidate potential and career development, allowing preconceived barriers to be removed and developing human capital to exceed expectations.

We take time to understand the needs of both our clients and candidates and through this are able to ensure a fit for both, not only in terms of the skills required by the client but also the environment desired by the candidate. We take a long term approach to the relationships we develop and strive to continually exceed expectations by delivering a first class service.



# HR Consultancy

Along with professional recruitment services, employee training programs, professional speaking, leadership development and coaching, we at M.C.A. People Solutions offer HR Consultancy services. Get your HR policy manual up to date. Attract the right talent while enhancing the company culture. Maximize your HR processes. Identify critical jobs, potential successors, and skills gaps. Help you design a performance management system that will ensure you are getting the most out of your employees, and Significantly improve the productivity and effectiveness of your organization.

- HR Audit and Operational Review
- Employee Handbook
- HR Policies and Procedures Development
- Compensation & Benefits Consulting Strategy and Planning
- Strategy & Organizational Planning
- Succession Planning
- Performance Management and Motivation Strategy



# Training Services

Despite all of the efficient operations and sophisticated equipment in business today, the success of a company depends mainly on its people.

Our experienced trainers are devoted to boost your employees' **performance, productivity, management skills, leadership skills** and **personal skills**.

Our customized human resource consulting service and our corporate training solutions will focus on your greatest asset - **your people!**



# B-spoke Training Programs

We take pride in our tailor-made **John Maxwell Team** certified training programs addressed and customized to our clients specific needs. Delivered through public trainings, in-house seminars and online webinars.

We aim to:

- Minimize Employee Turnover.
- Minimize Managerial Distractions.
- Increase internal customer loyalty & Satisfaction.
- Improve Synergy & Communication.
- Increase Future Training Outcome.
- Increase Effectiveness.
- Improve Productivity

- Leadership Development Programs
- Leadership Agility
- Leading Virtual Teams
- Communication Skills
- Women Empowerment
- Retail Training Programs
- Customer Centricity
- Career Development Programs
- Human Resource Programs
- Sales Mastery
- Managers and Supervisors Programs
- Train The Trainer Programs
- Workplace Essentials Programs
- Project Management Programs
- Emotional Intelligence
- Business Etiquette
- Leading Change
- Problem Solving and Decision Making



# Lead with IMPACT

## Customized Leadership Development Program

- A ground breaking leadership development program designed to redefine the way leaders engage, inspire, and drive transformative change. This immersive experience goes beyond conventional leadership training, offering a dynamic blend of experiential learning, interactive workshops, and personalized coaching to cultivate leaders who not only adapt to change but actively shape it.
- Participants embark on a journey that challenges conventional thinking and encourages a mindset shift towards innovation, collaboration, and inclusivity. The program's hands-on approach ensures that leaders not only absorb theoretical concepts but also apply them in real-world scenarios, honing their decision-making skills in a supportive yet challenging environment.
- The curriculum is carefully crafted to address contemporary leadership challenges, incorporating the latest research on emotional intelligence, adaptive leadership, and strategic foresight. Through a series of team-building exercises, simulations, and case studies, participants develop a deep understanding of their own leadership style and learn to leverage their strengths while navigating complexities.



# Lead with IMPACT

## Objectives

Facilitated by seasoned leadership experts and industry thought leaders, the "Lead with IMPACT" program fosters a community of practice where participants engage in peer-to-peer learning, exchanging insights and best practices. The program also encourages a culture of continuous improvement, with ongoing support and resources provided even after completion.

- 1. Mindset Shift:** Foster a transformative shift in participants' mindsets, encouraging them to embrace change, think innovatively, and approach challenges with a growth-oriented perspective.
- 2. Self-Discovery and Awareness:** Facilitate deep self-reflection and self-awareness, enabling participants to understand their leadership styles, strengths, and areas for development.
- 3. Adaptive Leadership Skills:** Equip leaders with adaptive leadership skills to navigate uncertainty, manage complexity, and lead effectively in dynamic and rapidly changing environments.
- 4. Inclusive Leadership:** Cultivate an understanding of the importance of diversity, equity, and inclusion in leadership, providing strategies for fostering an inclusive organizational culture.
- 5. Strategic Foresight:** Develop the ability to anticipate and respond to future trends and challenges, empowering leaders to proactively shape the direction of their organizations.
- 6. Effective Communication:** Enhance communication skills, including active listening, persuasive communication, and the ability to articulate a compelling vision to inspire and align teams.
- 7. Collaborative Decision-Making:** Promote collaborative decision-making processes, emphasizing the value of diverse perspectives and fostering a culture of teamwork and cooperation.
- 8. Measurable Impact:** Provide participants with tangible tools and strategies to measure the impact of their leadership development on personal and organizational success.

# Program Design

We design our capability building programs to help organizations solve today's important problems and predict and manage future business challenges.

We grow and develop talent by providing interactive and inspiring training programs that change mindset, build knowledge and acquire skills. We believe in the development of talent through building on what people know, how they think and what they can do; not as separate components but as an integrated process to create impact and deliver change.

We design and customize programs for employees at every level, from new joiners to C-suite and within a wide variety of organizations. Our success is built upon our understanding of global business and helping our clients improve their business performance by developing their people.

We are committed to bridging the skills gap, and to developing a sustainable workforce for the future, today!



# Coaching Services

As John Maxwell Team and ICF certified coaches, our Coaching to Improve Performance program explores the meticulous leadership approach called 'coaching', which taps into the real motivations of people and pulls them to come up with solutions on their own, with a higher commitment to achieve results independently.

Coaching is foreseeing, paving the way, coming alongside you while helping you achieve goals and overcome limiting paradigms.

Moreover, through a comprehensive personality profiling tool, you'll explore your own leadership type to take a closer look at what makes your style unique, highlighting your strengths and development areas.

Our holistic approach to life, career and executive coaching can be offered both virtually and in-person in the following forms:

1. One-to-One Coaching
2. Group Coaching
3. Team Coaching



# Our Partners in Success



# Our Partners in Success



# Why M.C.A. ?

We have a passion for developing talent. That is why our clients trust us with their most valuable asset: their employees.

They know our certified subject matter experts will passionately exert every effort to design and deliver training solutions aimed at improving their productivity and motivation.

Our training programs help employees learn and retain highest levels of shared knowledge, practice valuable job related skills, and develop a can do attitude.

For our valued clients, MCA is the competence builder and change catalyst.

This is why they rely on us; this is why they trust us: this is why they consider us partners.



Why would you consider M.C.A. People Solutions?

We are a group of qualified professionals holding the highest standards in up to date certifications and accreditations in our industry.

What makes us stand out is our commitment and dedication to our clients whom we consider our partners in success.

We bring our passion, wisdom, heart and soul to serve you as we believe in people and we are confident that “Great Companies Are Built Around Great People”

We serve the Middle East, GCC, and East & North Africa



*Act, speak  
and think like  
a leader*

### **Contact Us:**

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# Thank You

*“Our Success is based on your own growth  
and Success”*