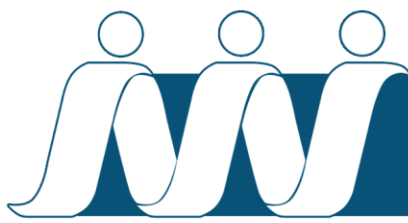


TOP TRUST

Management Consulting & Training

For us, excellence isn't a popular idea. It is a way of doing business.





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ABOUT US

Top Trust is a young dynamic business consultancy and learning solutions firm formed in 2006. We work with business executives to help them make better decisions, convert those decisions to actions and deliver the sustainable success they desire. We are passionate about achieving better results for our clients, with outcomes that go beyond financials, offering solutions that are uniquely tailored and integrated.

Working toward continuous improvement, we have succeeded in developing business models and tools that serve to identify our clients' specific requirements and cater to addressing challenges in the most effective and efficient manner. We believe that this represents our main competitive edge, and as such, we frequently upgrade and fine-tune these methodologies to remain in line with local and regional business environments.

Top Trust believes that our clients' success is our success; we are guided by professionalism; we focus on maintaining high standards of consultancy and learning solutions services; and committed to bring the best-experienced consultants and support team to assist our clients through every each step of their journey toward greatness.

Top Trust fundamental aim is to help our clients excel their overall business performance, our success is validated by quantifying the impact of applying our methodologies and services on clients' improved business results.



Our Vision

To be the Quality-driven Business Solutions Experts in the field of business consultancy, learning and development by ensuring provisioning of the international standards to proactively compete in Middle East business environment.

Our Mission

To help you to compete, and transform when and where needed to secure your business target with the absolute best service.



Our Values

Our work is guided by five core values that form the foundation of Top Trust's corporate culture:

- We value **trust**
- High Quality solutions
- For us, **excellence** is not just a popular idea; it is a way of doing business
- Results Oriented
- Commitment to our client's complete satisfaction

Our Objective

To design and offer innovative business management & learning solutions to clients in Middle East region generally and the Saudi Market in particular, regardless of their challenges or the boundaries of time or place to improve their performance, drive target results, and execute their vision.



Why Top Trust

5 Reasons Why Organizations Choose Top Trust

We...

- Assess and provide professional and honest advice to our clients on the solutions their business really needs.
- Offer fully customized management consulting and learning solutions that make a real difference.
- Understand the local and regional cultures.
- Are customer-oriented and quality driven.
- Follow up, provide feedback and go the extra mile as a true development partner.

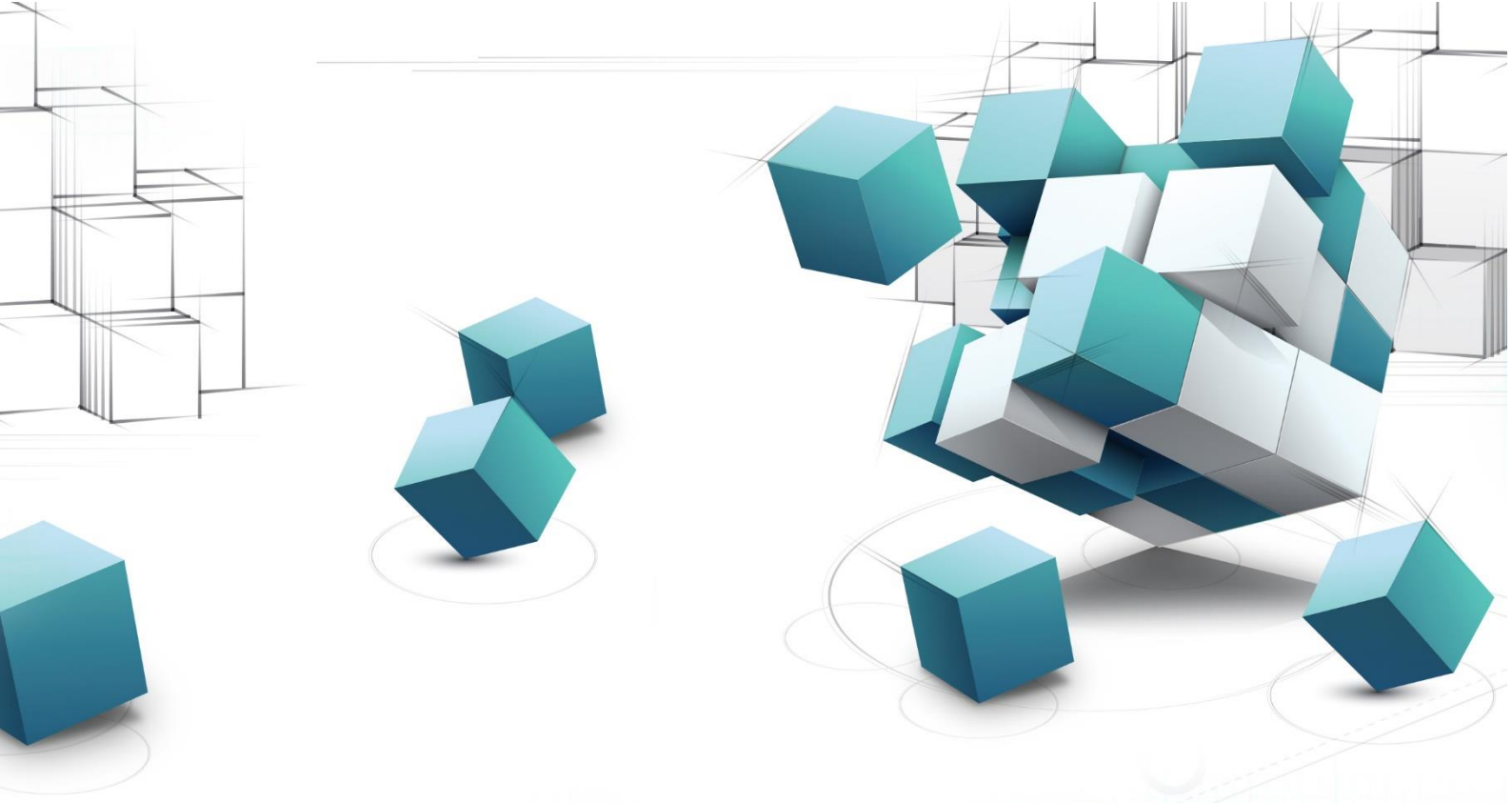
Our Services

You provide us the context and challenges, we will provide the structure and the innovation; together we will find the solution that works.

We know that one size does not fit all so we have defined service levels that range from a quick intervention to a deep engagement that exactly meet your business needs.

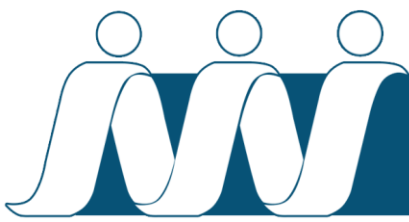
We do not want to be your **VENDOR –
We strive to be your **TRUSTED
PARTNER****





Human Capital & Management Consulting





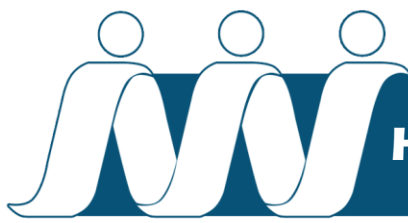
Human Capital Transformation is about building a strategy to manage and deliver programs that focus on people, process and technology to maximize business results and ensure effective human capital management. Top Trust believes that the HR function should help the business achieve its strategic performance and growth objectives, and build competitive advantage. We offer business advisory services through proven execution models to help organizations build and deliver strategic, transformational, and business-focused solutions.

Having extensive experience with various organizations from all sizes, Top Trust has identified key areas of Human Capital Transformation that help the HR function become a strategic partner.



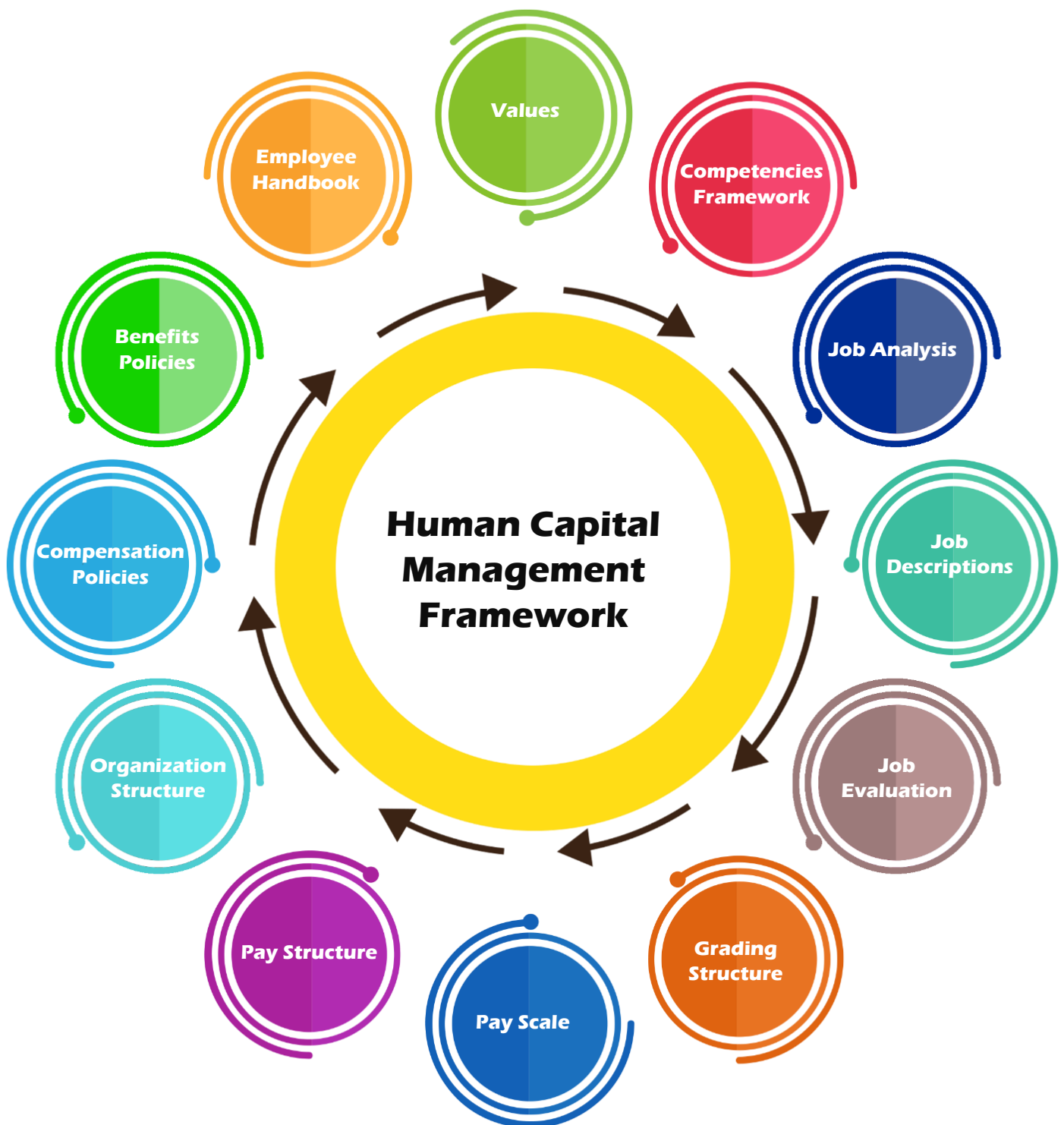
Our Human Capital Transformation Service also addresses industry challenges in the following areas:

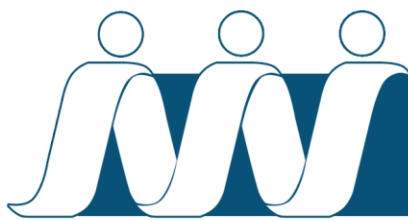
- **HR Function Transformation**
HR roadmap development, HR operating model optimization, HR process improvement and HR technology program management.
- **Talent Development**
Organization effectiveness, talent advancement, excellence in client experience and workforce planning.
- **Managing cultural diversity**
Enables individuals and teams to work in synergy by providing knowledge and skills to manage cultural diversity.
- **Business change management**
Implementing a robust change management strategy to mitigate significant risks associated with transformation programs and deliver better benefits and ROI.



Top Trust applying an integrated Human Capital Management framework that simply connects the most essential and progressive parts together achieving equivalence and integration.

We designed our Human Capital framework on which any organization can build its business to achieve both relevance and significance by applying the following:





Working with a trusted HR outsourcing partner

At Top Trust, we understand that every business is unique. Our HR outsourcing services are designed to accommodate the unique range of your business requirements. Whether you're looking to ensure compliance with employment laws, position your company as a progressive employer of choice, establish a proven technology-based HR program, or leverage a team of specialists for managing your payroll, benefits, and HR administration, you'll enjoy the convenience of a personalized HR experience that provides as little or as much HR support as you need.

Personnel Services

Top Trust's personnel outsourcing solutions empower our clients to cut costs, increase quality and to concentrate their stretched financial and managerial resources on growing their core business.

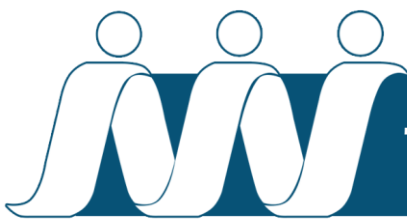
We provide flexible solutions to meet our client's exact requirements. Clients can choose the integrated services package or individually select personnel or payroll administration services.

Payroll Administration

Acting as an extension of your team, Top Trust's payroll specialists gather, process, and audit payroll information for each pay period, field employee salary questions, and interface directly with your payroll provider—ensuring a smooth, timely, and accurate payroll process.



HR OUTSOURCING



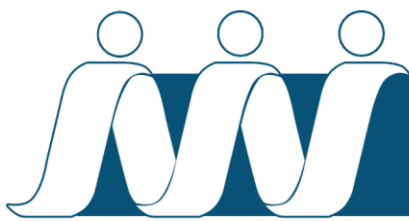
Top Trust's talent development practice, partners with clients to build talent – creating the capacity and competencies needed to achieve business goals and gain competitive advantage.

Effective development is a key component of a comprehensive talent strategy. It enables companies to attract, retain, and engage their high-performing and high-potential talent.

Our Talent Development Team aligned and targeted approach will help you:

- Develop leaders and key contributors
- Build and strengthen teams
- Improve organizational effectiveness





Performance Consulting

A comprehensive performance management framework ensures employees' performance is linked to the business objectives and, at its best, involves the smart use of data to measure, analyze and drive improvement in performance.

What we can do

We work with senior managers and HR teams looking to develop a strategic and comprehensive performance management system, which can include:

- Performance Needs Analysis
- Performance Improvement Planning
- Performance Transformation

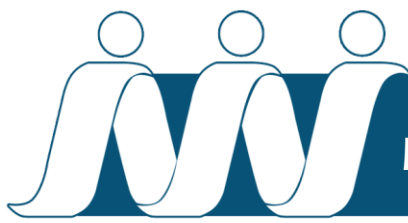


Business Process Re-engineering

Through business process reengineering, our experienced consultants help you formulate a unified vision and strategy that will enable your organization to optimize long-term processes and workflows. Top Trust's consultants work with you to define current business processes, and then rethink and redesign them to improve overall company efficiency, productivity, and quality. By understanding your organization's specific needs and overall goals, we help you leverage technology to reengineer business processes in order to obtain sustainable long-term success.

The key to successful business process analysis and reengineering lies in open communication and collaboration with the client. A few key activities performed during business process reengineering include:

- Redesigning business processes to achieve improvements in operational efficiency
- Aligning technology with your organization's overall goals
- Streamlining activities to support your company's mission and strategy
- Creating in-depth process flow diagrams to visually articulate processes and related user behaviors and interactions
- Linking workflows and related activities

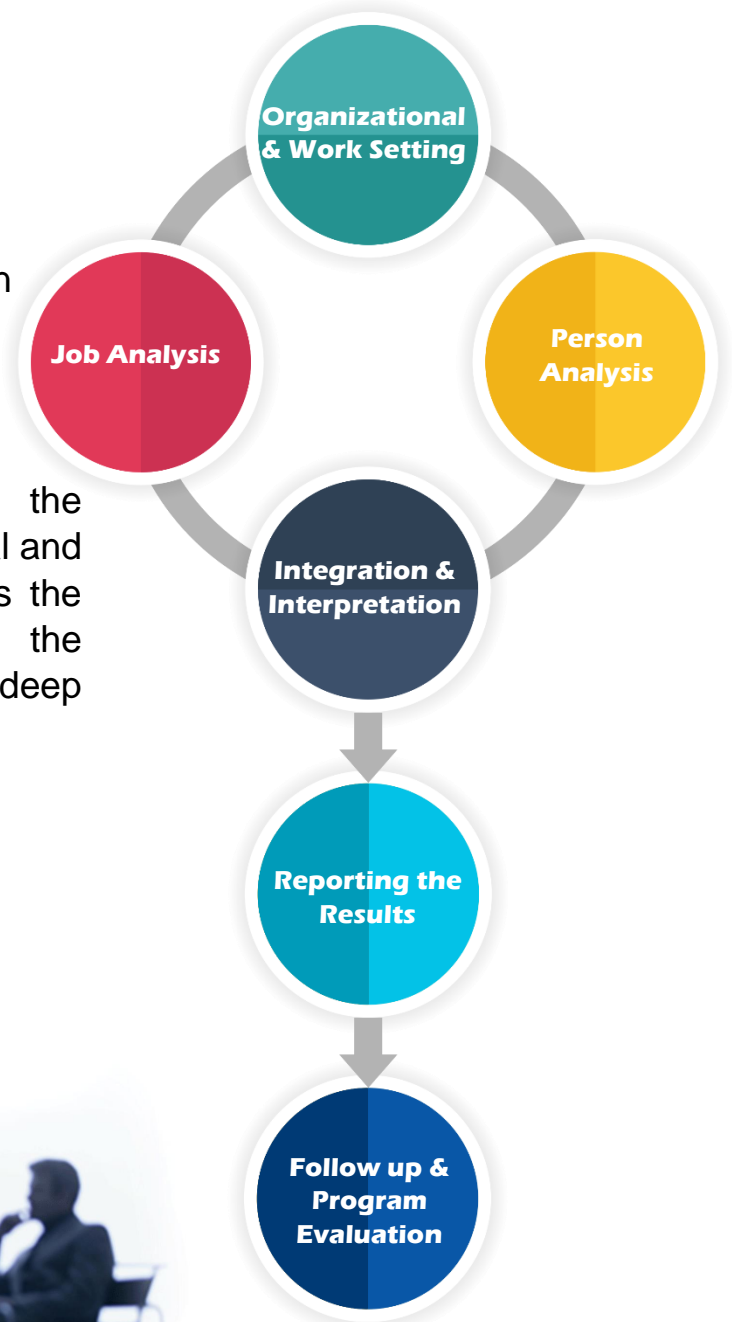


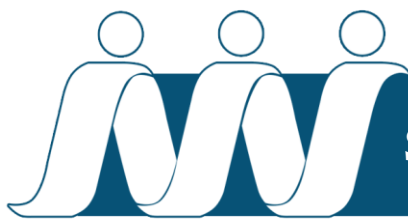
An assessment center is a process in which more than one assessor using multiple techniques evaluates several different competencies of potential or existing employees. These techniques include aptitude and personality testing, paper-and-pencil inventories, interview, role-plays and simulations. The results of the assessment center process can be used for employee selection or development.

Our methodology depends on 5 essential stages as following:

- Organizational and Work Setting
- Job and Person Analysis
- Integration and Interpretation
- Reporting the Results
- Follow-Up and Program Evaluation

This deliberate process ensures the alignment between the human capital and the organizational DNA and creates the context, which better describes the organizational performance in a deep essence and a reflective purpose.

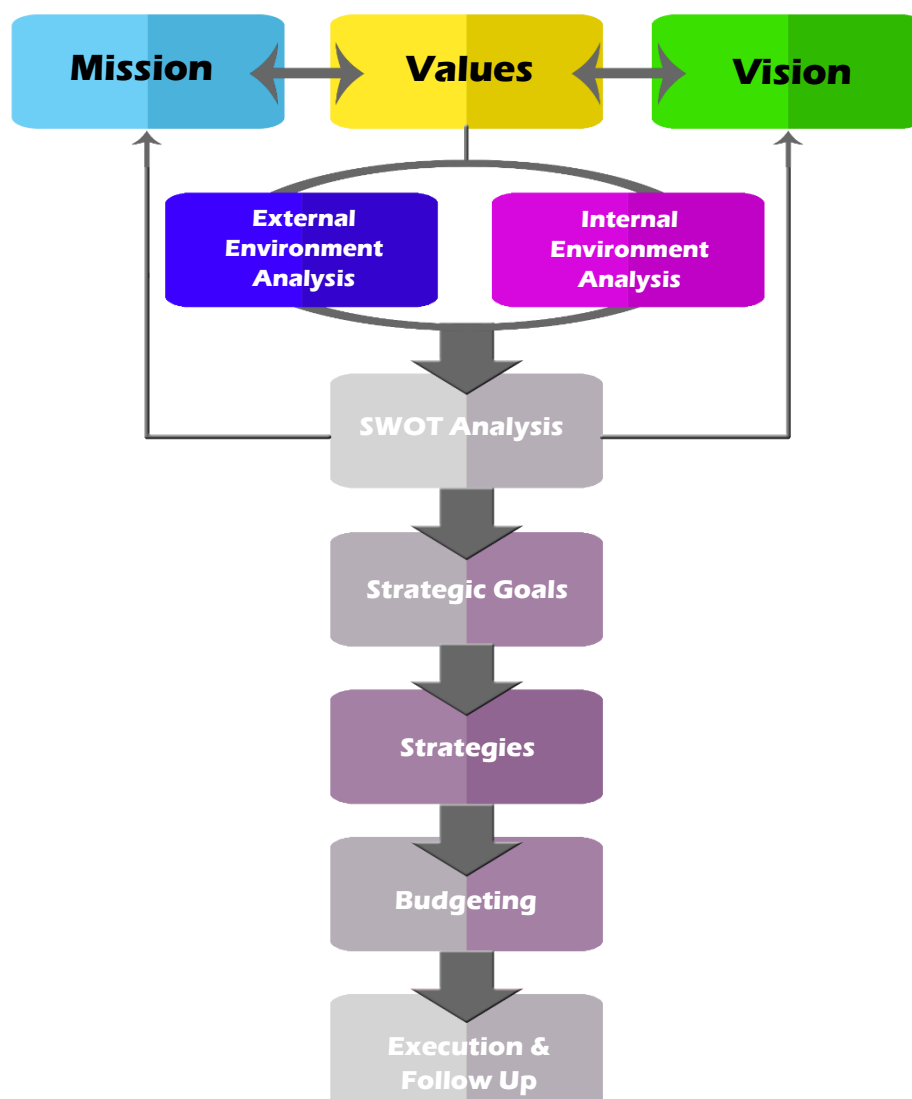


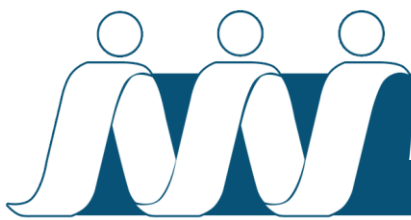


Top Trust's strategy consulting services help business leaders not only to formulate winning strategies, but also to execute against those strategies. With deep experience and expertise in business transformation and process improvement, we can work closely with you to build a compelling business case for change, formulate a detailed implementation roadmap, efficiently and effectively manage the change process, and measure progress against relevant metrics.

We can do:

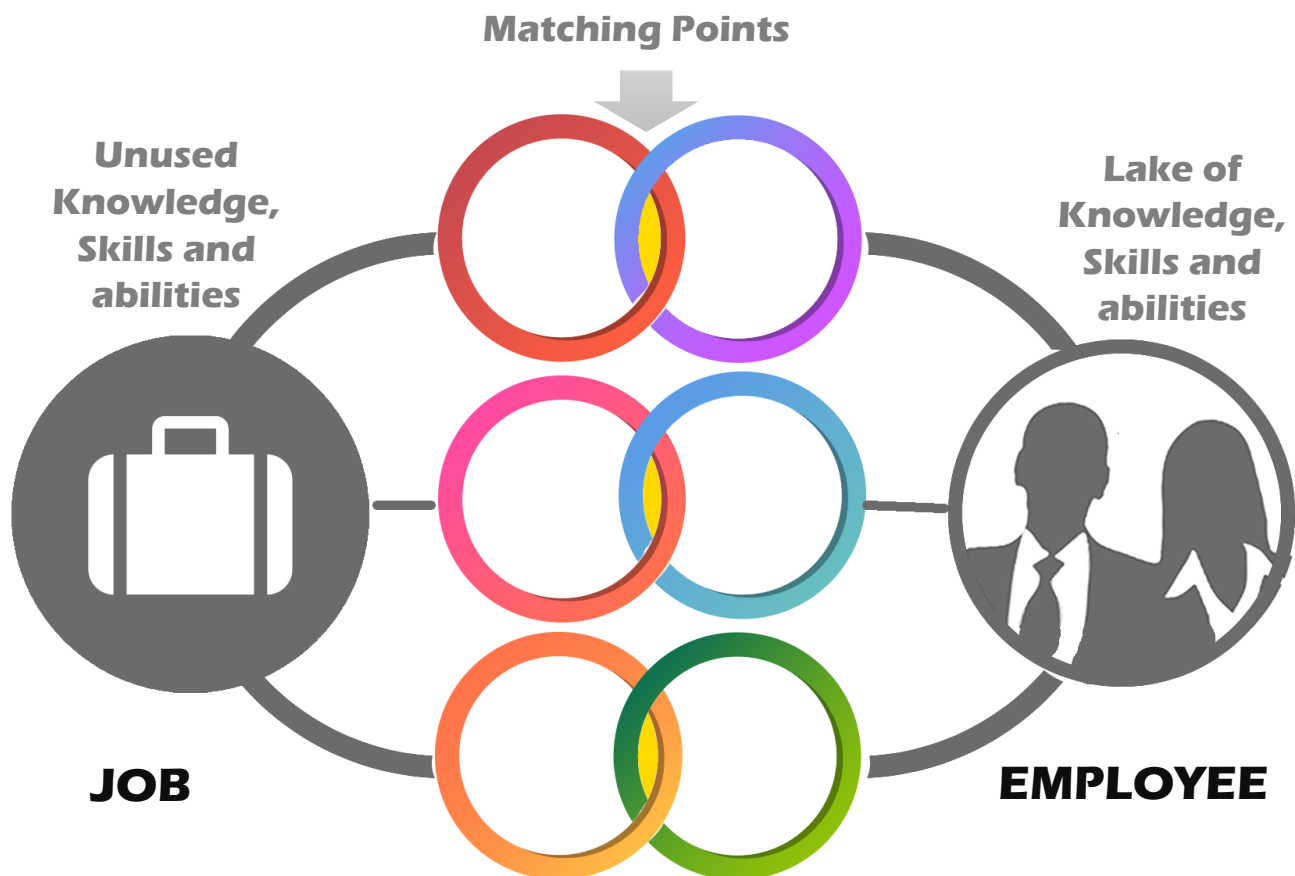
- Build & develop strategic plans that deliver tangible results and contribute growth
- SWOT, internal and external analyses
- Assign goals
- Choose strategy & utilize it
- Design the required budget and finally implement the plan

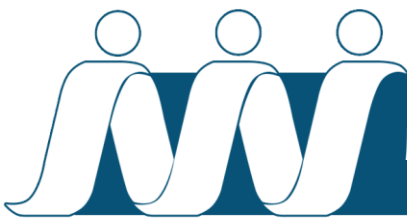




Our methodology is matching employees with their jobs and improving the employee's knowledge, skills and competencies.

Employee's performance will increase when their knowledge, skills and competencies meet the jobs requirements.

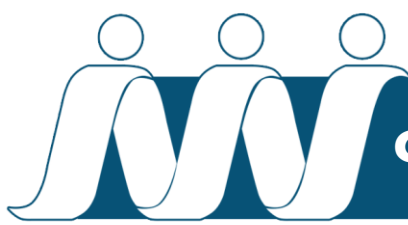




We belief in customer satisfaction as one of the most important indicator to achieving goals and we do improving the organizations sales through the following criteria:

- Design the sales strategy based on main strategic plan
- Improve the segmentation and level of clients
- Choose the suitable sales and collection criteria
- Develop follow up and controlling sales activities
- Develop the products
- Managing the risk





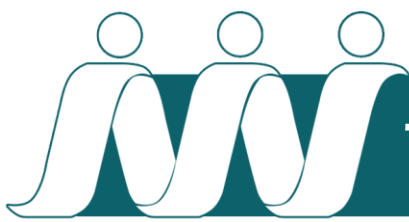
How Top Trust can help you?

- Vision / Mission / Values
- Change intervention
- Communication on departmental levels
- Diagnosing challenges
- Setting overall company goals
- Employee satisfaction & productivity
- Process Management
- Organizational Chart
- Organizational Structure
- Organizational Diagnostics



Learning & Development Solutions



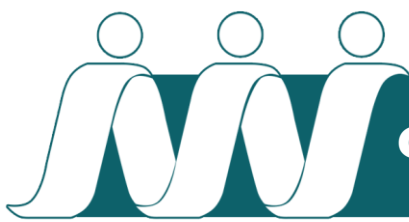


Top Trust has a variety of skills development programs for all organizational levels – from management all the way to front-line employees. We do not provide the ordinary classroom training delivery, our training takes interaction to another level. We provide experiential and practical learning experiences based on behavioral competencies.

Our training solutions are highly customizable, carefully researched and designed specifically for our client's actual needs; ensuring learning objectives align with their business objectives.

We offer learning Solutions that are:



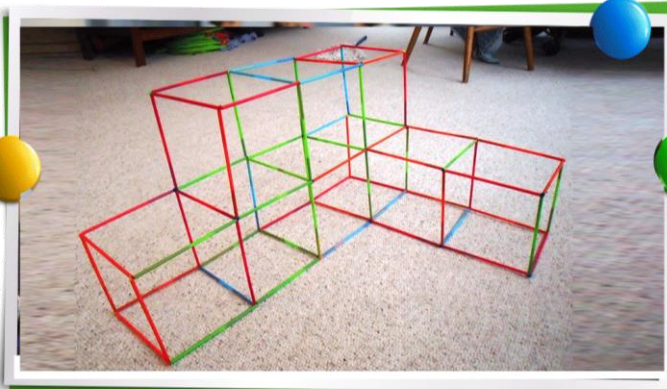
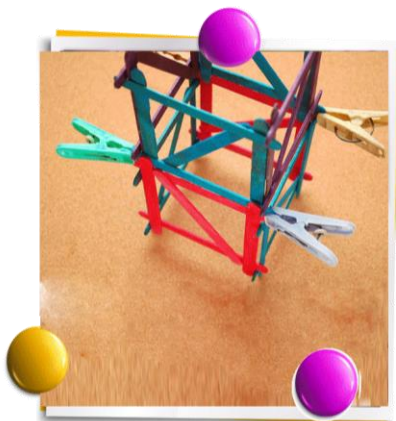
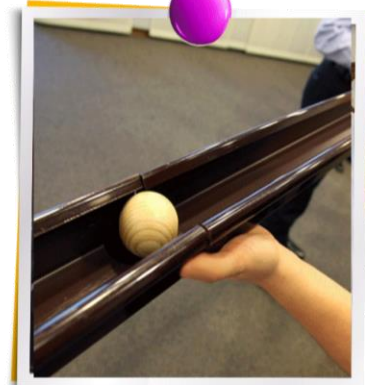
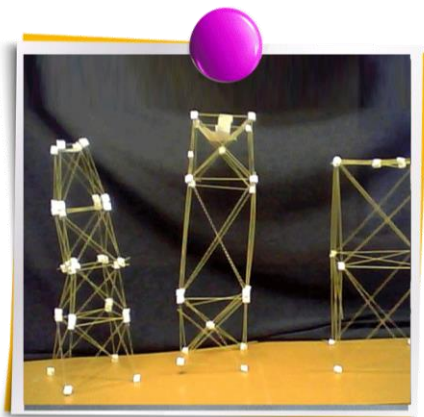


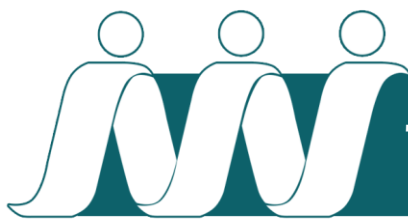
Our Learning Methodology

Our training programs are highly participative, interactive and hands-on to help participants retain the learned knowledge, skills and attitude, by employing the most advanced Blended Experiential Learning Techniques such as:

- Reflective Experience
- Hands-on practice and Application
- Games, Activities and Role-plays
- Case studies and Business Simulation

We deploy a proven and highly experiential competency-based techniques together with on-the-job coaching, all customized for each of our clients, as well as Pre- and Post- Assessment Tools within our training content.





Training Needs Analysis is a structured and systematic process to find out what are the tasks that need to be performed by the employees and whether they have the sufficient level of “Knowledge, Skills and Attitude” required to carry out the task.

Performance gaps refers to the discrepancies between:

- Desired & actual organizational outcomes
- Desired & actual employee performance (performance gaps)
- The present knowledge, skills, attitude (KSA) of employees, and the skills, knowledge and attitude they require or will require to carry out the job tasks effectively

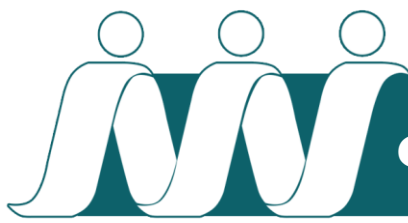
Training measures will then be suggested to address the performance gaps.

Our TNA Approach

At Top Trust, we use work analysis through Competency Based Approach for our Training Needs Analysis. Competency Based Approach Training Needs Analysis means we collect data and recommend training measures based on what the employees can do and should do. All training recommendations suggested are realistic and are based on the work standards stated by organization.

The input obtained will be mapped out in a Competency Skills Matrix that has 2 main columns; the Key Skills column and the Module Title column.





Our Measurement Approach

In our approach to measuring training effectiveness, we use a modified Kirkpatrick's - Phillips Model as following:

Level One (Satisfaction):

Post Training Surveys to be filled by the participants to measure their satisfaction about the whole program.

Level Two (Knowledge):

Pre and post- tests and the resultant statistical report will form the basis of measuring the transfer of knowledge

Level Three (Behavior):

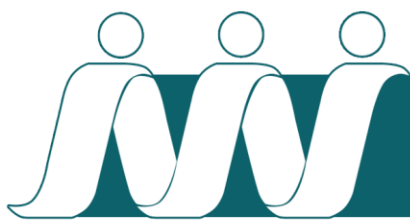
Level 3 evaluation assesses whether (and how much) participants applied the new knowledge and Skills on the job. The extent to which the new learning applied in the workplace (or changes Behaviors) determines Level 3 success.

The assignments and application of the learning points will form the basis of measuring Level 3

Level Four (Business Results):

The improvement in performance in the common measures of quality, time and cost, will institute the basis for the training effectiveness measures





Training Catalogue List

Top trust covers abroad spectrum of functional and sectorial topics such as:



Interpersonal Skills &
Self Development



Leadership &
Management Skills



Communication &
Writing Skills



Corporate Planning
and Strategy



HR & Training
Management



Administration &
Secretarial



Sales, Marketing &
Customer Service



Contact Centers



Media & Public
Relations



Accounting & Finance



Supply Chain &
Logistics Management



Security Management



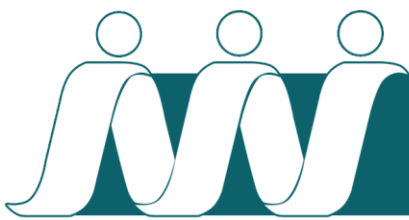
Project Management



Information
Technology



Hospitality
Management



Team Building Events

Putting together a solid corporate team is one of the most rewarding experiences in business.

Our Team Building events are designed to enhance individual and team growth through experiences that have a strong connection to teamwork, trust and communication, solidifying the cohesiveness of your group while providing key insights and applicable skill sets.

We will guide you to the right track to foster an enthusiastic and supportive environment for goal setting. In addition, we will provide you with the best techniques to motivate individuals to continually set new and challenging goals.



Our Interactive Training Tools



Leonardo's Bridge



Tower of Power



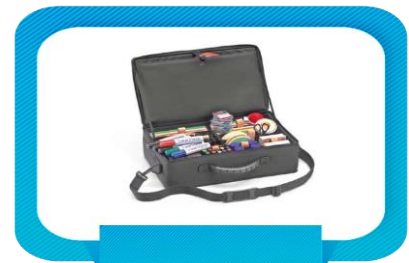
Pipeline



Floating Stick



Workshop Case



Workshop Bag



Workshop Sets



Our Valuable Clients

Uniquely, we thrive on our Global Vision, Regional Perspective and a thorough Local Knowledge to ensure our “partners” – yes, we consider our clients as our partners – secure their goals successfully in timely manner. That’s our commitment.



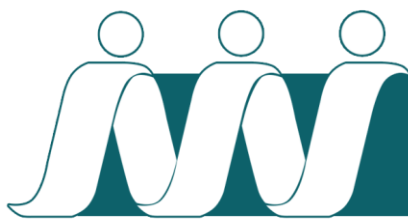
Our Team



Our dedicated, experienced and certified team of consultants and trainers will provide professional management consulting and training services, focus on your needs without being challenged with the day-to-day distractions of your business, and manage the projects from planning to implementation to ultimately generate results.

We believe that management consulting and training process should begin with your vision, values and ideas. Our dedicated team listens to what you want- what you envision, and we work to ensure it is executed seamlessly with an air of style, excellence and most importantly, quality you expect and deserve.

On top of that, Top Trust has joint collaboration agreements with number of leading professional development organizations from different industries.



Contact Us

We are an energetic, flexible and open-minded team who are ready to help our clients enhance the skillsets of their employees. If you're interested in any of our services and would like to discuss it further, please call or send us a message and we will get back to you within 24-48 hours. Promise



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