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- We will keep client information confidential and will not use them for personal purposes or allow others to do so.
- We will serve our clients with integrity, competence and objectivity.
- We will not allow any conflict of interest that would provide a competitive advantage to a client through our use of confidential information from another client who is a direct competitor without that competitor's permission.
- We will not recruit employees of a client or assist them in getting employment anywhere else without prior consulting with the client.

July 2009

1st Edition

**Workshops Held by IMC-Jordan**

The Institute of Management Consultants and Trainers of Jordan (IMC-Jordan) organized several training courses during the past six months; they were conducted by members of the IMC-Jordan who are specialized trainers in management related fields. Through such courses, IMC-Jordan aims to develop the management consultancy and training sectors in Jordan, in a sense to raise awareness among the different business communities to follow international best practices and to maintain the code of ethics in managing their growth and developing their investments.

IMC-Jordan held 6 training courses since the beginning of 2009, those included topics like: Human Resources Development "HRD", Certified Valuation Analyst "CVA", Finance for non Financial Professionals, Training of Trainers "TOT", and Communication Skills. The courses were attended by more than 45 participants, and held at different venues including the 1000 & 1 Bookshop, Bristol Hotel, and the Landmark Hotel. Satisfaction of participants was apparent in the evaluation forms and the feedback, and IMC-Jordan was able to meet its aim of developing the profession and the professionals.

IMC-Jordan will continue to conduct

such courses in light of its confidence that social and economic development is a national duty, and IMC-Jordan has an established belief that developing management consultancy and training will eventually lead to the increased development in various fields and businesses.



**Workshops attended by IMC-Jordan Staff**

The Executive Director of IMC-Jordan and the Membership Coordinator attended a workshop on "Effective Fund Raising Practices" delivered by Mr. Victor Kashkouch, and organized by SABEQ.

The Training Coordinator of IMC-Jordan attended a workshop on Communication Skills, delivered by Dr. Ahmad Boran, and organized by IMC-Jordan; he also attended a workshop titled "Effective Fund Raising Practices" delivered by Mr. Hazem Zaitoun and organized by MENA CSO Leadership Institute. We hope that building our capacities will assist us in serving you and our sector more efficiently.

- We will not engage in any consulting assignment unless we are qualified to perform it based upon our experience and competence.
- We will immediately inform our clients of any influences on our objectivity and integrity and will offer to withdraw from a consulting assignment when they are impaired.
- We will not engage in any consulting assignment with clients if there are other management consulting firms or individuals working with those clients, without prior consultation with them and ensuring that there is no conflict between the concerned parties
- We will make sure that the objectives, scope of work, work plan, the professional fees and payment arrangements have all been agreed upon with the client in writing before commencing the execution of any consulting assignment.
- Based upon our honesty and objectivity, we will refrain from encouraging unrealistic expectations or guarantee specific results to clients that might arise from our management consulting services.
- We will commit ourselves to the agreed - upon scope of work and conditions.
- We will conduct any consulting assignment with professionalism and high quality commensurate with specialization, experience, expertise and gained knowledge
- We will educate and guide client staff regarding the principles, techniques and methodologies adopted in conducting an assignment, to assist them in implementing the proposed solutions successfully.

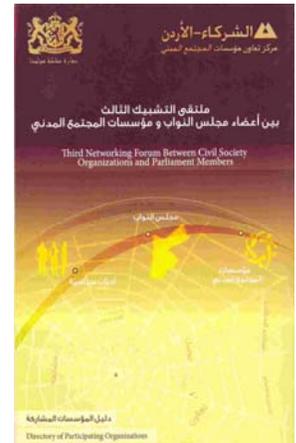
## Partners Jordan Event

IMC-Jordan Executive Director and the Training Coordinator attended Partners Jordan "Third Networking Forum between Civil Society Organizations and Parliament Members", which was held on the 2<sup>nd</sup> of June 2009.

Knowing the importance of the civil society organizations role and their impact nationally, regionally, and internationally, and the key role the parliament plays in adopting

general policies; Partners Jordan held the event aiming to build a productive collaboration between the two parties to achieve the mutual objectives which can lead to our country's prosperity and development.

A PowerPoint presentation was running during the event to introduce the participants, and a small directory with a short brief about all the associations, including IMC-Jordan, was handed out to all attendees.



## EuroHub

ICMCI held its Euro Hub meeting in May 2009 in Prague. The event combined three activities in a way that was considered a major benefit for ICMCI, those events consisted of the regular Euro-Hub meeting, the Euro chambers meeting, a conference titled "Consulting profession facing changing in Europe", and a Consultants meet consultants session.

The conference covered many topics on way of development and opportunities which were discussed through a number of presentations presented by different EuroHub countries' members.

Dr. Maqbouleh Hammoudeh, a CMC and a full IMC-Jordan member, delivered a presentation during the conference on "Corporate Social Responsibility and Sustainability / An Islamic Perspective". Feedback on her presentation described it as "Beneficial" and "Most Impressive".



## Info Day / JSMP

The European Union's Jordan Services Modernization Program (JSMP) for Jordan Enterprise Development Corporation, held an Info Day for the launch of the program to highlight its goals and services that will be delivered through out a 4-year plan. This will support the services sector in Jordan, to include the not-for-profit professional organizations as well.

IMC-Jordan was present in the form of the executive of-

the firm as well as the members, as the management consulting and training professions represent a large segment of the services sector in Jordan.

The first scheme "Quick Response", called for proposals to assist the services sector to face the difficulties created by the world economic crisis. The second info day was for the "Multiple Framework Contract", to be

used by JE for its own services, and by the grand beneficiaries of the JE - managed EC - funded projects in the frame of the "Services Modernization Program".

JE should soon organize a new info day to launch five new grand schemes.

We at IMC-Jordan hope that our members were able to benefit from those opportunities.

## USAID Professional Communities

In a step that consolidates its ongoing initiative to build Professional Communities (PC) and enhance the transfer of ideas, experiences and expertise among Jordanian professionals, USAID Jordan Economic Development Program (SABEQ) <http://www.ameinfo.com/194364.html> held two community-wide PC biannual meetings. The first was for the Strategic Management and the Trade and Export Marketing communities at the Century Park Hotel in Amman. The second was for the Human Resources Management community at the Imperial Pal-

ace Hotel. These two community-wide meetings presented members with the results of recent Executive Round Tables (ERT) covering various management topics such as strategic action planning and talent management. PC members meet at regular intervals in a pledge to fortify personal relationships, raise discussions on emerging best practices, introduce best practice tools, and highlight local experiences and successes. PC members speak of their ERT experiences and lessons learnt, and how they applied these lessons to empower their respective companies. As an attempt towards

becoming more involved in this initiative and become a potential candidate to compete on the hosting of the PC beyond SABEQ; IMC-Jordan was present at those two community meetings along with over eighty five professional community members. IMC-Jordan's involvement also includes participating in the different Executive Round Tables.



## Business Opportunities

As our members are our priority, and serving them and answering to their needs is at the top of our list, IMC-Jordan continuously announces different business opportunities, those could be in the form of the Al-Rai daily newspaper announcement, or through the requests received by the IMC-Jordan Executive Office as a result of our networking and promotional activities. Since the beginning of this year, we managed to announce around 35 business opportunities from Al-Rai daily newspaper; those included Tenders, Expressions of Interest, and Requests for

Proposals by governmental and non governmental entities along with part time job posts for freelance consultants and trainers, as for the business opportunities generated from our networking and promotional activities, those added up to 18, covering requests for freelance trainers and freelance consultants, for opportunities inside and outside Jordan.

So far the feedback was encouraging, as we found that our members are greatly benefiting from those opportunities, and knowing that we are participating in developing their careers.

### The New Staff Welcoming

During the past two months, IMC-Jordan welcomed two employees who joined IMC-Jordan Executive office: Hani Al-Khatib, our new Training Coordinator ([training@imc.com.jo](mailto:training@imc.com.jo)) and Eman Obaid, our new Administrative and Public Relations Officer ([admin@imc.com.jo](mailto:admin@imc.com.jo)) / ([pr@imc.com.jo](mailto:pr@imc.com.jo)) .

We hope that Hani and Eman will be able to serve you efficiently, as all of the IMC-Jordan Executive office is at your service.

## IMC-Jordan Office Renovation



The Institute of Management Consultants and Trainers (IMC-Jordan) carried out renovation works for its offices last February, we hope that our new look supports our approach in upgrading our services to meet your requirements and satisfy your needs.



- We will document all reports submitted to clients, to maintain continuity of understanding of their problems and the solutions that have been designed for them in order to refer to them when needed.
- We will review the work done by other consulting firms or individuals for the same client without issuing any judgmental remarks on the standard of the work being reviewed.
- We will commit ourselves to the agreed - upon scope of work and conditions.
- We will not advertise our services in a deceptive or exaggerated manner or in any other way that may impair the integrity of the profession of management consulting.
- We will protect the intellectual property rights of our clients, other consulting firms and individuals and will not use their proprietary information or methodologies without their permission .
- We will maintain a fully professional standard in our dealings with clients, the public and fellow consultants.
- We will assist our fellow consultants in developing their capabilities, support them in practicing the code of ethics of the profession and cooperate with them in a constructive manner. We will strive for our professional development by continually improving our knowledge, skills and techniques and exert efforts for the advancement of the management consulting profession.

Phone: +962 6 5530856  
 Fax: +962 6 5530858  
 E-mail: [info@imc.com.jo](mailto:info@imc.com.jo)

How to contact us:

**Address:**  
 Al Madina Al  
 Monawara street.  
 Toys lands building,  
 number 241  
 Office 404

## Salary Scale Study

IMC-Jordan will be receiving a study of a salary-scale and allowances system for consulting and training firms, and a fee-scale for free lance consultants and trainers operating in Jordan.

This study is being funded by The USAID Jordan Economic Development Program (SABEQ) and executed by TAG Consultants .

The need for such a system arose from the fact that the unavailability of such information is preventing consulting and training firms from attracting the needed competences and at the same

time de-motivating the current staff from doing their best to enhance the performance of their firms. IMC – Jordan highlighted this obstacle and decided to take the lead in developing and updating these scales and adding them to our portfolio of value-added services provided to our members.

This should enhance IMC-Jordan's sustainability and growth, and at the same time help consulting and training firms achieve the benefits expected from having a fair salary-scale and allowances system that is based on competencies and level of effort needed from each position.

This should eventually help firms retain their employees, attract new talents, and support improvements in Jordan's business environment.

The final report will be received by IMC-Jordan end of July, and we believe that the study would definitely be a successful one with remarkable results.

## About IMC-Jordan

IMC-Jordan, established in 1995, is a private not-for-profit association concerned with organizing and upgrading the management consulting and training professions, Training of management consultants and certifying eligible members to the Certified Management Consultant (CMC) designation. By joining ICMCI, IMC-Jordan got recognition for its CMC certification program.

### Vision

To achieve excellence in management consulting and training for the best interest of its clients, consultants and trainers in order to contribute to the development of Jordanian economy.

### Mission

IMC-Jordan is a private not-for-profit professional association that aims to effectively represent, promote, and advance the Jordanian management consulting profession and training professionals to the best interest of their clients in Jordan and abroad, through various activities including certification programs, training, networking, regulating, establishing standards, guidance and creating database.

جمعية المستشارين والمدربين الإداريين  
 INSTITUTE OF MANAGEMENT  
 CONSULTANTS AND TRAINERS

Since 1996

# IMC

## JORDAN