

CASE STUDY: AN EXAMPLE OF PG NETWORK COOPERATION

TEAM MANAGEMENT TRAINING

Amman Airport - QAIA



Aéroport De Paris (ADP) is in charge since 2006 of the management of the Queen Alia Airport of Amman in Jordan. A team of French expatriates leads the airport in Amman and implements the strategy defined by the consortium owning the airport. But one of the responsibilities of ADP is to develop the professionalism of the airport staff by transferring its knowledge. Technical trainings are thus delivered by ADP experts. General trainings such as management training are realized by vendors.

The ADP team wants to organize a 3 days management training for 24 Jordanian middle managers belonging to several departments (quality, sales, operations...).

Open'Act receives the tender... and beat the competition with the help of Saira Abkar from Global Management Consultants – our Persona partner in Dubai.

3 key factors success were gathered to win this sale:

1. The trusty relationship built between Open'Act and ADP Management (we did several very appreciated trainings and conference for them on project and change management)
2. The quality of the training program included in the proposal, based on the acknowledged Persuasive Communicator workshop from Persona Global.
3. The Persona network that offers the possibility to deliver the training with "local" consultant, speaking the same language and being able to culturally adapt the training to the participants.

Now the trainings sessions are being prepared and Saira will run the sessions before the end of the year. We look of course for others opportunities to work closely with other PG partners on such projects as ADP manages many airports in the world.

François Pham – Open'Act Partner.



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