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# GRADUATES INTERNSHIP PROGRAM – GIP

SOFT SKILLS TRAINING – PHASE I & II

FINAL REPORT

June 5, 2011

This publication was produced for review by the United States Agency for International Development. It was prepared by the ICT and BPO Association of Jordan – int@j and Kinan Jaradat – ICT/BPO Sector Lead

# **GRADUATES INTERNSHIP PROGRAM - GIP**

**SOFT SKILLS TRAINING – PHASE I & II  
FINAL REPORT**

**USAID JORDAN ECONOMIC DEVELOPMENT PROGRAM**

**CONTRACT NUMBER: 278-C-00-06-00332-00**

**DELOITTE CONSULTING LLP**

**USAID/ECONOMIC GROWTH OFFICE (EG)**

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KINAN JARADAT – ICT/BPO SECTOR LEAD**

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## **DISCLAIMER:**

The author's views expressed in this publication do not necessarily reflect the views of the United States Agency for International Development or the United States Government.

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# BACKGROUND

The Jordan National ICT Strategy aims to develop a strong Jordanian Information and Communications Technology (ICT) Sector to contribute to sustainable economic growth, job creation and empowerment.

One of the Strategy's three targets is to create 35,000 employment opportunities in the sector by 2011. However, the Strategy also recognized that there is a lack of skilled graduates to support the current and future needs of the ICT Sector and of other sectors for ICT trained staff.

Internship programs are one way to alleviate this situation. These programs take young graduate people, with degrees in ICT and further develop their skills through a combination of practical experience and theoretical training (The Engineers Labor Union's Program, Microsoft's Internship Program and Oracle's Internship Program).

A Government funded incentive program was designed in early 2009 in cooperation with the private sector to encourage companies to enroll a greater number of interns or to start participation in offering internships. This will assist to accelerate the development of ICT skills to cater for the needs of the industry in Jordan.

The Ministry of ICT (MoICT) proposed the Graduate Internship Program (GIP) to be launched on a national level in partnership with the Ministry of Labor (MoL) and representatives of the private sector. The program's model is built around a Public – Private Partnership (PPP) whereby with the support of the Government, private sector companies can hire and train more graduates and thereby, contribute towards the overall development of the industry.

int@j worked with the related stakeholders to develop and implement the GIP, int@j is fully represented on the Steering Committee of the program as well as the working committee with National Training and Employment Program.

Through a grant from USAID Jordan Economic Development Program, int@j extended its role further in enhancing the Monitoring and Evaluation part of the program and its implementation, and supported the soft-skills training for the second year for 250 interns/employees.

# PROGRAM DESCRIPTION

The Graduate Internship Program is a Government funded incentive program designed in cooperation with the private sector to encourage companies to enroll a greater number of interns/employees.

The GIP is an 18 months employment program for each graduate. The Government represented by the Ministry of Information and Communication Technology (MOICT) and Ministry of Labor (MOL) provides a subsidy of 50% of each intern's salary during the first year of employment and 25% of the next six months.

Private sector companies are encouraged to employ the intern post successful completion of the one year provided the quality of the intern/employee is good. The GIP aims to provide employment opportunities to 500 fresh graduates in Information and Communication Technology (ICT) related fields annually and possibly expand on that target in future years.

The GIP was launched in May 2009 with internships available to up to 500 graduates during the first year and completed more than 400 graduates in the second year of the program; interns have had the opportunity to be hired by Private Sector companies who wish to participate.

It is worth noting that the ICTES sector in itself was not be able to absorb all 500 graduates annually, accordingly, priority for hiring is given to the ICTES sector's companies but allowing other sectors to benefit from this opportunity too, hence the program allowed for placement in other sectors such as banking or manufacturing as long as the interns are placed in ICT related departments.

The GIP does not only offer internship opportunities but also provides interns with two weeks intensive soft skills training program in cooperation with the Business Development Center – BDC Program. The training component has been incorporated to address the private sector's need for employees who have acquired basic non technical skills.

# PROGRAM STRUCTURE

To ensure long term sustainability and minimize reliance on Government bodies, it was agreed that the GIP will be managed by an independent Program reporting to an especially setup and dedicated Steering Committee (GIP SC). The setup was approved by the Prime Ministry in December 2008 including the members of the SC as follows:

- The Minister of the Communication and Information Technology - Head of Committee
- The Minister of Labor – member
- Int@j representative – member
- Jordan Computer Society (JCS) – member
- Two representatives from the Private Sector (Estarta Solutions and CCS as some of the top hiring and supporting private sector companies for the first year, and STS and Aspire for the second year) – members
- USAID Jordan Economic Development Program - member
- Representative of any donor agency when and if a contribution to the program is made - members

Furthermore, the Prime Ministry approved the Steering Committee to oversee all approvals in regard to management and financial issues.

The PMO is managed by the National Training and Employment Project under the Ministry of Labor and reports to the GIP Steering Committee, the PMO role is to oversee a smooth flow of operations in regard to awareness, collection of resumes, distribution of resumes to companies, hiring procedures, training, payrolls, contracts, as well as all legal issues.

The Soft skills training program is conducted through the Business Development Center - BDC for 2 weeks for interns, the training is done in patches of 25 to 35 interns over the 18 months program period. BDC determined the exact training structure early in the program phase and the training covers the following topics:

- Communication Skills
- Presentation Skills
- Banking-Export Related topics
- Accounting For Non Accountants
- Problem Solving/Negotiation Skills
- Time Management/ Business Ethics
- Customer Service
- Stress Management
- Strategic Planning/SWOT Analysis
- Quality systems
- Leadership
- Creative thinking
- Any other related topics based on the assessment

# INT@J ROLE UNDER THE GRANT

During the second year of May 2010 to May 2011, int@j's role under the grant from the USAID-funded USAID Jordan Economic Development Program is as follows:

- Develop a permanent link with the ICTES industry on the working level
- Advance the Communications aspect and promotion of the program to the sector
- Support the soft-skills training for the second year for 250 interns

The first phase of the GIP started in May 2009 and was completed in May 2010; the second phase of the program started in May 2010 and was completed in May 2011.

# RESULTS AND IMPACT

The GIP increased employment opportunities and competitiveness of the sector in Jordan through the provision of more employable workers. It also benefits Jordan by:

- Providing training and skills development for unemployed graduates.
- Providing the industry with a pool of employees with the relevant industry training and practical experience.
- Providing potential investors with an added incentive to start their businesses in Jordan once they learn of the availability of Government support in employment.
- Creating a partnership between the ICT Sector and the Government to stimulate increased skills development in Jordan.
- Reducing the economic burden of unemployed youth.
- Contributing to the country's economic development.

The results of the both phases of the program (May 2009 to May 2011)

- 185 Companies committed to hiring fresh graduates under the program, of which 145 companies have hired interns under the program
- Hiring approximately 975 ICT Interns/Employees in local companies
- Training 500 interns/employees under both phases of the program on Soft Skills for 2 weeks through BDC, this has been conducted through 9 training sessions
- A database of fresh graduates interested to enroll in the GIP has been established and populated with more than 2000 CVs to facilitate companies selection of interns
- HP Global opened a professional services center in Jordan in the second half of 2010 based on the GIP, HP started at 50 employees and will grow to 200 employees in the next 3 years to serve their operations in the region
- Microsoft has provided vouchers for Microsoft Training and Certifications to support the interns under the GIP in April 2010; more than 210 interns have been trained on various Microsoft technologies.
- All companies who hired interns indicated their satisfaction with the program and the soft-skills training.



# APPENDICES

## **APPENDIX 1: MINISTRY OF INFORMATION AND COMMUNICATION TECHNOLOGY REPORT**



# **Graduates Employment Program**

Implemented by the Business Development  
Center

## **Phase (2)**

**27 June 2010 – 3 March 2011**



وزارة الاتصالات وتكنولوجيا المعلومات  
Ministry of Information and  
Communications Technology



**int@j**  
Information Technology  
Association - Jordan



Jordan Computer Society  
الجمعية الأردنية للحاسبات

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## INTRODUCTION

The Graduates internship program aim at contributing to the long term economical development of the country through reducing unemployment among Information and Communication technology graduates by training approximately 500 interns over two phases (Train 250 interns each phase). The first phase was implemented over 9 workshops with 254 IT graduate trained. While another 9 workshops took place in the second phase to equip 244 graduates. The total of workshops in the two phases is 18.

All candidates have been trained on the following topics based on the needs assessment conducted:

- Business Ethics
- Team Building
- Communication Skills
- Time Management
- Customer Service
- Leadership
- Problem Solving and Decision Making
- Business Writing

The Training approach used in all programs incorporates a number of key features. It is based on adult learning principles, which means that it is interactive, relevant and practical. This being said, all trainers facilitated the learning experience rather than serve in the more traditional role of an instructor or lecturer.

Program evaluation was carefully conducted by collecting information about all aspects of the training programs. Program evaluation has been conducted at the beginning, during, and at the end of each training program.

The trainers maintained continuous monitoring and follow up throughout the session to modify and suggest means of intervention in order to make sure that the daily session's goal is set.

The general feed-back of the evaluation was as follows:

1. The goals of the program have been successfully fulfilled through enforcing the interns towards the team work, providing them with the needed communication skills, up-dating them with latest skills in dealing with the customers and train them on how to manage their time.
2. Working in groups had the big influence on the program's results and also it enforced networking between the interns coming from different companies. Many issues were discussed leading to an understanding of workplace related skills and improving personal relationships.

# **Tenth Program's Briefing**

## **1.1 Program Briefing:**

**Program Name:**

IT and Communication Graduates' Training

**Place:**

Business Development Center / Amman

**Date:**

27/June -8/July 2010

**Number of Attendees:**

24 interns

**Training Topics:**

- ❖ Business Ethics
- ❖ Team Work Skills
- ❖ Communication Skills
- ❖ Time Management
- ❖ Customer Care Skills
- ❖ Leading Skills
- ❖ Problem Solving and Decision Making Skills.
- ❖ Business Writing

**Program management and trainers:**

BDC trainers

**Training methods that were used in the training:**

- ❖ Ice-breakers and energizers
- ❖ Power point presentations
- ❖ Discussion and sharing information
- ❖ Group case studies experiences
- ❖ Brain storming and team building activities.
- ❖ Role models and videos

## 1.2 Program's Schedule:

Date	Courses' Titles
Sunday 27 June 10	Business ethics & I graduated what's next
Monday 28 June 10	Team building
Tuesday 29 June 10	Time Management & effective delegation
Wednesday 30 June 10	Communication skills
Thursday 1 July 10	Communication skills
Sunday 4 July 10	Customer service
Monday 5 July 10	Customer Service
Tuesday 6 July 10	Problem Solving and Decision Making
Wednesday 7 July 10	Business writing
Thursday 8 July 10	Leadership skills

## 1.3 Contacts Information:

MOICT 10 From 27of June until 8 of July			
	Name	Mobile #	Email
1	Hussam Al Dahhan	079 5295006	hosam.dahhan@gmail.com
2	Zakia Salman ahmad al salman	078 6842354	zozo-salman@hotmail.com
3	Al mothnna f. khasawneh	079 5402003	mothnna.kh@synaptic.com.jo
4	Abdullah oqlah al smadi	077 6504565	abdallah.s@fdsme.com
5	hadeel abdullah al aidy		hodhod_124@yahoo.com
6	Neda'a M. h. abu zalata	077 5485999	nabuzalata@gce.com.jo
7	Mustafa ali ahmad aldwairy	078 5358667	mustafaaldwairy@hotmail.com
8	Ala'a sami moh'd abu farhan	078 8852639	alaa-farha@hotmail.com
9	Twfeeq abu dlhoom	079 9890815	t_abudlhoom@GCE.com.jo
10	Ahmad Zuhair yaseen	078 6150385	eng.ahmadyaseen@gmail.com
11	Wissam jalal subhi alhaj baddar	079 9877768	wbaddar@gmail.com
12	Qusai Muwaffaq abu aqolah	078 5003348	qusai_3owaqleh@hotmail.com
13	Karmel Tayseer abu farha	079 6640932	karmel_211@yahoo.com
14	Asmaa mustafa abdrabbob al jawawdeh	077 9948544	asma_jawawdeh@yahoo.com
15	Anas salem malahmeh	077 9161523	amalahmeh@gce.com.jo
16	Sama' ali juma malak	079 9814331	sama244@hotmail.com
17	Hashem hatamleh	078 6469422	hashem@sanaya.net
18	Mohammad alkhail	078 6716987	mohammad.sa@fdsme.com
19	Ibrahim Younis radwan al taweel	079 7590722	ibrahimit@fdsme
20	Mohammad Mousa abd al hadi nofal	078 5917135	mmalsn_1987@yahoo.com
21	Ahmad abd al ftah al amouri	079 6186208	a7mad_2005@yahoo.com
22	Abdelmajeed abdulla a. hatamleh	079 6311105	habeeed@yahoo.com
23	Omar ahmad al huraibat	079 7546120	omarhuraibat@gmail.com
24	Suzan majid kaied ibrawesh	078 5714112	suzan_australia@yahoo.com



## 1.4 Attendance Status:

	MOICT 10	Total
1	Mohammad Mousa abd al hadi nofal	1
2	Al mothnna f. khasawneh	0
3	Omar ahmad al huraibat	0
4	Anas salem malahmeh	1
5	Asmaa mustafa abdrabboh al jawawdeh	2
6	Twfeeq abu dlhoom	2
7	Neda'a M. h. abu zalata	2
8	Ahmad Zuhair yaseen	0
9	Wissam jalal subhi alhaj baddar	0
10	Ahmad abd al ftah al amouri	0
11	Karmel Tayseer abu farha	0
12	Zakia Salman ahmad al salman	0
13	Mohammad alkhalil	0
14	Abdullah oqlah al smadi	2
15	Ibrahim Younis radwan al taweel	2
16	Hashem hatamleh	1
17	Sama' ali juma malak	2
18	Qusai Muwaffaq abu aqolah	2
19	hadeel abdullah al aidy	0
20	Hussam Al Dahhan	0
21	Ala'a sami moh'd abu farhan	0
22	Suzan majid kaied ibrawesh	0
23	Abdelmajeed abdulla a. hatamleh	1
24	Mustafa ali ahmad aldwaury	0

**Total Number of Absents = 18**

**Total Number of Attendance = 222**

**Attendance Rate = 92.5 %**

## 1.5 Attendees' Testimonials:

**Name: Ahmad Al Omari**

**Job Title: Quality assurance officer**

This program is considered one of the best programs as it strengthens the communication skills between different levels under the same corporation and makes us understand the value of time.

**Name: Husam Al Dahan**

**Job title: Net developer**

The trainers are very professional and I'm really surprised to find such a training center in Jordan with this high standards and professionalism, I'm really proud to be part of this program and would love to join or participate in any session or activity arranged by this center.

**Name: Mustafa AL Dweri**

**Job Title: Quality assurance officer**

The program was inclusive as it contained many important skills that are essential for administrative and employability skills development. The training approach was excellent and the trainers were experienced and unique. I suggest that the course would be longer in order to have time for more details to be discussed. I also suggest that we receive under the ICT GEP an English course. I would like to have the material so I can refer back to it if needed.

**Name: Ahmad Sadeq Yasmeen**

**Job Title: Software developer**

- 1 - a very useful program for developing extracurricular skills necessary for personal development at work
- 2 - Duration of workshop is compressed and very intensive, some of the topics took an academic approach with some practical and applied work.
- 3 - Interaction and dialogue are impressive
- 4 - The used materials are good and sufficient
- 5 - staying away from the purely academic atmosphere and deal with us according to our level of career

## **1.6 Attendees' Evaluation:**

<b>Topic / Degree</b>	<b>Excellent</b>	<b>Good</b>	<b>Acceptable</b>
<b>Leadership Skills</b>	<b>71%</b>	<b>25%</b>	<b>4%</b>
<b>Customer service</b>	<b>88%</b>	<b>11%</b>	<b>2%</b>
<b>Time Management</b>	<b>92%</b>	<b>7%</b>	<b>1%</b>
<b>Business Writing</b>	<b>96%</b>	<b>4%</b>	<b>0%</b>
<b>Business Ethics</b>	<b>97%</b>	<b>3%</b>	<b>0%</b>
<b>Communication Skills</b>	<b>99%</b>	<b>1%</b>	<b>0%</b>
<b>Average</b>	<b>91%</b>	<b>8%</b>	<b>1%</b>



# **Eleventh Program's Briefing**

## **2.1 Program Briefing:**

**Program Name:**

IT and Communication Graduates' Training

**Place:**

Business Development Center / Amman

**Date:**

11/July -22/July 2010

**Number of Attendees:**

30 interns

**Training Topics:**

- ❖ Business Ethics
- ❖ Team Work Skills
- ❖ Communication Skills
- ❖ Time Management
- ❖ Customer Care Skills
- ❖ Leading Skills
- ❖ Problem Solving and Decision Making Skills.
- ❖ Business Writing

**Program management and trainers:**

BDC trainers

**Training methods that were used in the training:**

- ❖ Ice-breakers and energizers
- ❖ Power point presentations
- ❖ Discussion and sharing information
- ❖ Group case studies experiences
- ❖ Brain storming and team building activities.
- ❖ Role models and videos

## 2.2 Program's Schedule:

Date	Courses' Titles
Sun 11/07/2010	Business Ethics
Mon 12/07/2010	Team Building
Tue 13/07/2010	Time Management
Wed 14/07/2010	Leadership Skills
Thu 15/07/2010	Communication Skills
Sun 18/07/2010	Communication Skills
Mon 19/07/2010	Business Writing
Tue 20/07/2010	Customer Service
Wed 21/07/2010	Problem Solving
Thu 22/07/2010	Customer Service

## 2.3 Contacts Information:

No.	Name	Mobile	Email
1	Ghaith Adel Shamayleh	0796338226	ghaith_sha@hotmail.com
2	Nada Mohammad Fayez Nofal	0799804218	nadooshnofal@hotmail.com
3	Mohammed Sameer Al Mahshe	0797454260	mohemeed_962@hotmail.com
4	Ghaith Hussein Al-Zghoul	0777119029	gaithalzgool@gmail.com
5	Bader Mohammad Abdel Qader	0799893502	bader_01@hotmail.com
6	Bayan Basem Othman Fayed	0796078801	bayanfayed@gmail.com
7	Tala " Mohammed Jamal " Malakha	0777370680	tala_malakha@yahoo.com
8	Adham Ahmad Abu-Saif	0798972479	adham_abusaief@live.com
9	Mohammad Raji Hussien Al Shamayleh	0795193951	mohammad_shamayleh@hotmail.com
10	Fahed Abed Ibraheem Alwaneh	0777174636	falawneh@ibs.com.jo fahed_allawneh@yahoo.com
11	Suleiman Mahmoud Suleiman	0785507510	sulsulei@cisco.com engsulaiman_s@yahoo.com
12	Amr Mohammad Ali Olabi	0796449088	amr.olabi@yahoo.com
13	Bahaa Abd Alkarem Retha Al Jarrah	0788941507	bahaa_al-jarrah@yahoo.com
14	Samer Khalid Shawish	0795052402	samer_shawish@yahoo.com
15	Baher Fakhri Obeidat	0797001979	have_aword05@yahoo.com
16	Ahmed Basheer Ahmed Al-Zoubi	0799897989	ahmedzoubi1988@hotmail.com
17	Mai Waleed Sadat Abu Azab	0796823439	maioosh_18@hotmail.com
18	Rana Rida Akkoub	0796075509	rana_akk_10@hotmail.com
19	Arwa Husni Al Khadra	0795619415	signorina_verde@hotmail.com
20	Omar Hil Hanna Khoury	0795577668	omarkh@estartasolutions.com
21	Rana Hassan Ibrahim Mutlaq	0779577274	rhmutlaq06@hotmail.com
22	Tha'er Ra'aft Gazi Hourani	0786192024	thaer_cis@hotmail.com
23	Faisal Moh'd Yousef Jadalla	0799201836	jadfaisal@hotmail.com
24	Amer Sultan Ibrahim Qtaishat	0777404842	amerqt@gmail.com
25	Abdullah Ahmad Rababah	0777193525	abdallaa_rababah12@yahoo.com
26	Razan Salem Abdarhman Alwahoush	0797997476	razoneh_87@hotmail.com
27	Rami Jalal Atef Al Saber	0795022217	rami.alsaber@jo.zain.com
28	Adel Ahmad Mousa Al Shishani	0796401436	adel.shishani@gmail.com

29	Mahmoud Shaheer Mahmoud Abu Naser	0779426427	abunaser_mahmod@yahoo.com
30	Ahlam Ahmad Abd Fattah Selhat	0777434549	dreamsjordan87@hotmail.com

## 2.4 Attendance Status:

No.	MOICT 11	Total
1	Fahed Abed Ibraheem Alwaneh	0
2	Ghaith Adel Shamayleh	3
3	Bahaa Abd Alkarem Retha Al Jarrah	1
4	Adel Ahmad Mousa Al Shishani	1
5	Omar Hil Hanna Khoury	2
6	Suleiman Mahmoud Suleiman	1
7	Ahmed Basheer Ahmed Al-Zoubi	0
8	Rana Rida Akkoub	0
9	Bayan Basem Othman Fayed	1
10	Amr Mohammad Ali Olabi	0
11	Abdullah Ahmad Rababah	0
12	Arwa Husni Al Khadra	0
13	Mohammad Raji Hussien Al Shamayleh	0
14	Tha'er Ra'aft Gazi Hourani	0
15	Samer Khalid Shawish	1
16	Mahmoud Shaheer Mahmoud Abu Naser	0
17	Bader Mohammad Abdel Qader	0
18	Rami Jalal Atef Al Saber	1
19	Baher Fakhri Obeidat	2
20	Razan Salem Abdarhman Alwahoush	0
21	Adham Ahmad Abu-Saif	3
22	Amer Sultan Ibrahim Qtaishat	3
23	Faisal Moh'd Yousef Jadalla	3
24	Rana Hassan Ibrahim Mutlaq	1
25	Mai Waleed Sadat Abu Azab	2
26	Nada Mohammad Fayez Nofal	0
27	Tala " Mohammed Jamal " Malakha	1
28	Ghaith Hussein Al-Zghoul	2
29	Ahlam Ahmad Abd Fattah Selhat	1
30	Mohammed Sameer Al Mahshe	1

**Total Number of Absents = 30**

**Total Number of Attendance = 270**

**Attendance Rate = 90 %**

## 2.5 Attendees' Testimonials:

**Name: Rami Atef Galal patient**

**Job Title: Improving Network**

I strongly support this program as it raised my spirit, pulled me up and made me set some goals, which will help me move on my life, actually the program was wonderful and fantastic lecturers and I feel very proud that I have taken this program.

**Name: Samer Khaled Shawish**

**Job Title: net developer**

When I attended the first day of the program in the Business Development Centre I had a stereotype about the workshops usually conducted that it's going to be a typical routine lecture style, just the same as the lectures we used to take while we were students. But I was surprised to see the high level of experienced trainers and advanced training styles available at the center. I would like to thank you for the great opportunity and I wish I can give back the way I was given.

**Name: Adel Ahmad AL Shishani**

**Job Title: Customer support engineer**

The training was magnificent and really helpful, it helped me add so much to my knowledge and also to my skills in a way that I'm sure will help me in my job and also life in general.

Thanks a lot for this amazing experience and looking forward for more.

**Name: Ahlam Ahmed Abdel Fattah Sulaihat**

**Job title: quality assurance**

An excellent program, we as employees need these basic skills crucially. Actually these skills are needed for any employee no matter what was his position was. In my opinion these courses help us refine our character. I thank the Ministry of Communications and Technology for this program and I also want to thank the Business development Centre for providing what is necessary and more.

## 2.6 Attendees' Evaluation:

Topic / Degree	Excellent	Good	Acceptable
Communication Skills	99%	1%	0%
Customer service	89%	8%	3%
Leadership Skills	95%	5%	0%
Problem Solving	94%	5%	1%
Time Management	91%	8%	0%
Team Building	95%	5%	1%
Business Writing	85%	12%	4%
Business Ethics	95%	5%	1%
Average	93%	6%	1%





# **Twelfth Program's Briefing**

## **3.1 Program Briefing:**

**Program Name:**

IT and Communication Graduates' Training

**Place:**

Business Development Center / Amman

**Date:**

1/August -12/August 2010

**Number of Attendees:**

34 interns

**Training Topics:**

- ❖ Business Ethics
- ❖ Team Work Skills
- ❖ Communication Skills
- ❖ Time Management
- ❖ Customer Care Skills
- ❖ Leading Skills
- ❖ Problem Solving and Decision Making Skills.
- ❖ Business Writing

**Program management and trainers:**

BDC trainers

**Training methods that were used in the training:**

- ❖ Ice-breakers and energizers
- ❖ Power point presentations
- ❖ Discussion and sharing information
- ❖ Group case studies experiences
- ❖ Brain storming and team building activities.
- ❖ Role models and videos

### 3.2 Program's Schedule:

Date	Courses' Titles
Sun 01/08/2010	Business Ethics
Mon 02/08/2010	Team Building
Tue 03/08/2010	Communication Skills
Wed 04/08/2010	Time Management
Thu 05/08/2010	Communication Skills
Sun 08/08/2010	Business Writing
Mon 09/08/2010	Leadership Skills
Tue 10/08/2010	Customer Service
Wed 11/08/2010	Problem Solving
Thu 12/08/2010	Customer Service

### 3.3 Contacts Information:

No	Name	Mobile	Email
1	Mohammad sabe' mohammad salameh	0785544950	mohammad-salameh@ccs-com.jo
2	Mohammed Z. Shatnawi	0786255967	mzshatnawi005@hotmail.com
3	Sondos Khalid Arif Hamdan	0776655060	hamdan_sondos@yahoo.com
4	Mohammad Mahmoud al-Khateeb	0795415087	mohamahkat@gmail.com
5	Rida Jalal Rida Hajdaoud	0777467171	nafesh_RIDA@yahoo.com
6	Mo'nes Mahmoud Asa'd yaseen	0788468642	mounes87@hotmail.com
7	Raed zuhair gousous	0796758100	r.gousous@gmail.com
8	Adel Adnan Abdullah Suleiman	0776911663	adel_ls@hotmail.com
9	Faris " Mohammad Zaid" Abu-Humaid	0788715388	pc.fmzf@hotmail.com
10	Hani George Wadie Mattar	0795851473	h.mattar@windowslive.com
11	Mahmoud Jumaa Al-Qaq	0788147365	mjalqaq@gmail.com
12	Mesbah Al Taher	0796986949	mataher@dot.jo
13	Anas Zuhair Obeidat	0797418841	anasobeidat@hotmail.com
14	Kalil Mohammad Al-Twalbeh	079/6566764	eng.kaliltawalbeh@hotmail.com
15	Tamer Faeq Rafeeq Nassar	079/6687784	tamer_nassar@live.com
16	Ahmad Hesham "Mohd Khier" Al Battikhi	0799907053	ahmad.battikhi@yahoo.com
17	Isaam Kalaf Salman Irshied	0795011392	semo_manchester@hotmail.com
18	Fares Zaki Hasweh	0799961203	fares101h@yahoo.com
19	Yazid Mamdouh Khawaji	0777877786	ymk-adiga@hotmail.com
20	"Mohammed Wassim" Hameido Khalaf	0799984747	waseem.khalaf@jo.zain.com
21	Haitham Abu Sharif	0795090172	habosherif@dot.jo
22	Ibrahim H.Shaqair	079/6548858	ibrahim_h_shaqair@yahoo.com
23	Asem Mansoor Mohammad Thtamouni	0797295369	asem_tah@yahoo.com
24	Munther Obaidat	0797006155	munther.obaidt@gmail.com
25	Issam Mubark Al-Swaieh	0777690061	up76@yahoo.com
26	Mahmoud Bderlahim Khader Al Damiri	0785834709	aldomiri87@yahoo.com
27	Mohammad Ameen Abd-Allah Obeidat	0776830708	mohammad-o2006@yahoo.com
28	Ruba Fayez Qasim	0799379098	girly-girl-r@hotmail.com
29	Tamer Kamal Al Massadeh	0777045725	t.massadeh@hotmail.com
30	Mazen Hisham Abu- Shehab Abd-Alfattah	0785118949	ma_abushehab@hotmail.com
31	Fadi Nabil Jaber	079-6397099	FadiJaber88@yahoo.com
32	Hosam Mahmoud Shahin	079/5057002	hosams86@hotmail.com
33	Ahmad Abdal Rahim Theeb Hussien	0785856829	
34	Rami Fayez AL Farhan		

### 3.4 Attendance Status:

	Name	Total
1	Mo'nes Mahmoud Asa'd yaseen	3
2	Munther Obaidat	2
3	Ibrahim H.Shaqair	0
4	Tamer Kamal Al Massadeh	0
5	Tamer Faeq Rafeeq Nassar	0
6	Mazen Hisham Abu- Shehab Abd-Alfattah	0
7	Mohammad Ameen Abd-Allah Obeidat	2
8	Adel Adnan Abdullah Suleiman	0
9	Hani George Wadie Mattar	0
10	Mahmoud Jumaa Al-Qaq	3
11	"Mohammed Wassim" Hameido Khalaf	0
12	Anas Zuhair Obeidat	0
13	Fares Zaki Hasweh	0
14	Raed zuhair goussous	1
15	Isaam Kalaf Salman Irshied	2
16	Mohammed Z. Shatnawi	1
17	Asem Mansoor Mohammad Thtamouni	0
18	Ahmad Abdal Rahim Theeb Hussien	1
19	Sondos Khalid Arif Hamdan	0
20	Rida Jalal Rida Hajdaoud	1
21	Ahmad Hesham "Mohd Khier" Al Battikhi	0
22	Yazid Mamdouh Khawaji	0
23	Fadi Nabil Jaber	1
24	Kalil Mohammad Al-Twalbeh	1
25	Faris " Mohammad Zaid" Abu-Humaid	1
26	Issam Mubark Al-Swaieh	0
27	Mahmoud Bderlahim Khader Al Damiri	2
28	Ruba Fayez Qasim	2
29	Mohammad sabe' mohammad salameh	3
30	Mohammad Mahmoud al-Khateeb	0
31	Hosam Mahmoud Shahin	0
32	Rami Fayez AL Farhan	0
33	Haitham Abu Sharif	0
34	Mesbah Al Taher	0

**Total Number of Absents = 26**

**Total Number of Attendance = 314**

**Attendance Rate = 92 %**

### 3.5 Attendees' Testimonials:

**Name: Hussam Shahin.**

**Job Title: BVDW – Developer**

- The Program was a success in every sense of the word, I didn't expect to benefit this much from the workshop, but the benefits were broader and greater than what I have expected. As the team work and team spirit were the main benefit and the corner stone of that we built on. We also acquired more skills through the workshop such as
- Where the skill in dealing with the team and the team spirit is the biggest advantage. Was also acquire skills in speaking and communication with those of coworkers or management, or they speak through the subject of scientific communication skills, and so on.

**Name: Hani Matar**

**Job Title: Technical Support**

- A great program that covers a group of ideas and ethics that we were missing. We acquire these ethics in the least time possible, which helps improve our work performance.
- The program fulfilled its objectives in a very effective way.

**Name: Mohammed Al Khateeb**

**Job Title: Technical Support engineer**

- A very beneficial program for improving communication skills and cooperation and coordination between team members, as well as time management skills and problem solving.
- We benefited from the trainers technical and life experiences
- The program fulfilled its objectives in an interactive way

**Name: Faris Abu Hammed**

**Job Title: Technical support**

- This program is very special in terms of content; I hope it can be implemented in Jordanian universities as a mandatory course. We need such aware and up to date staff so we can improve with them and be proud of their success.
- The program fulfilled its objectives as I have learned to be humble, patient, ethical, team player and to fulfill my tasks on the best form possible. Time management was the most important skill that I learned as managing my work and my team in a time frame is the most challenge we face.

### 3.6 Attendees' Evaluation:

Topic / Degree	Excellent	Good	Acceptable
Problem Solving	98%	2%	0%
Team Building	95%	5%	0%
Time Management	86%	14%	0%
Business Writing	94%	6%	0%
Business Ethics	93%	8%	0%
Communication Skills	90%	10%	0%
Average	93%	7%	0%



# **Thirteenth Program's Briefing**

## **4.1 Program Briefing:**

**Program Name:**

IT and Communication Graduates' Training

**Place:**

Business Development Center / Amman

**Date:**

22/August - 2/September 2010

**Number of Attendees:**

25 interns

**Training Topics:**

- ❖ Business Ethics
- ❖ Team Work Skills
- ❖ Communication Skills
- ❖ Time Management
- ❖ Customer Care Skills
- ❖ Leading Skills
- ❖ Problem Solving and Decision Making Skills.
- ❖ Business Writing

**Program management and trainers:**

BDC trainers

**Training methods that were used in the training:**

- ❖ Ice-breakers and energizers
- ❖ Power point presentations
- ❖ Discussion and sharing information
- ❖ Group case studies experiences
- ❖ Brain storming and team building activities.
- ❖ Role models and videos

## 4.2 Program's Schedule:

Date	Courses' Titles
Sun 22/08/2010	Business Ethics
Mon 23/08/2010	Team Building
Wed 25/08/2010	Customer Service
Thu 26/08/2010	Customer Service
Sun 29/08/2010	Communication Skills
Mon 30/08/2010	Time Management
Tue 31/08/2010	Business Writing
Wed 01/09/2010	Problem Solving
Thu 02/09/2010	Leadership Skills

## 4.3 Contacts Information:

No	Name	Mobile	Email
1	Dana " Mohamed Rushdi" Khammash	0795522275	donz78@yahoo.com
2	Hala Hani Taher Batta	0776402022	hala.buta@gmail.com
3	"Mohammad Noor" Ibrahim Al-Najdawi	0785425264	mohednoor@yahoo.com
4	Wala'a Jamal Mohammad Khalil	0786106259	walaa.khaleel@gmail.com
5	Ahmad Saleem Mosa Abumazen	0788678741	ahmadabumazen@hotmail.com
6	Anas Ibrahim Al-Nouri	0797178148	anas-cis1987@hotmail.com
7	Enass Mahmoud Abu Ajamieh	0786746202	enass_mah@hotmail.com
8	Sara Monzer Omran	0799145070	s.omran88@gmail.com
9	Razan Sa'deh Ahmad Abu Shanab	0798987975	razan.abu.shanab@gmail.com
10	Reem Husam Santrisi	0799350040	reem.santrisi@gmail.com
11	Manal Jamil Juma'a	0788736520	manal@softaet.com
12	Mahmoud Abd Al-Hafed Osili	0788754790	m7mod3sili@live.com
13	Sami Ata Mohammad Abdallah	0799960641	sami-awb@yahoo.com
14	Hana'a Naser Hassan Naser	0788236407	justprogramming88@gmail.com
15	Ahmad Sameer Al-Namari	0797062101	a.alnamari@yahoo.com
16	Isra' Nayef Al-Sarayrah	0799891340	isranayef85@yahoo.com
17	Arwa Hisham Ghazal	0788684876	a_ghazal_87@hotmail.com
18	Mais Maher Medhat Al Rafati	0796539351	mais_rafati@hotmail.com
19	Omaima Ismail Jaber Ismail	0788942576	omaima.alshareef@hotmail.com
20	Omar Mohammad Al-Ma'ani	0797325609	maani.omar@hotmail.com
21	Firas Ali Anshasi	0796647414	firas.anshasi@gmail.com
22	Tareq Akef Khaled Hadid	0799202810	tarekalahaded@hotmail.com
23	Dana Aref Kamel Taher	0795202293	sdtaher@hotmail.com
24	Sarah Mazin Fraih Abu Mahfouz	0796716184	sarah_abumahfouz@live.com
25	Qusai Ibrahim Lutfi Jaber	0797038770	eng_qusai_jaber@yahoo.com

#### 4.4 Attendance Status:

No.	Name	Total
1	Sami Ata Mohammad Abdallah	0
2	Hala Hani Taher Batta	1
3	"Mohammad Noor" Ibrahim Al-Najdawi	0
4	Sara Monzer Omran	0
5	Firas Ali Anshasi	0
6	Isra' Nayef Al-Sarayrah	1
7	Dana Aref Kamel Taher	1
8	Qusai Ibrahim Lutfi Jaber	0
9	Arwa Hisham Ghazal	1
10	Wala'a Jamal Mohammad Khalil	2
11	Ahmad Saleem Mosa Abumazen	1
12	Ahmad Sameer Al-Namari	0
13	Omar Mohammad Al-Ma'ani	0
14	Tareq Akef Khaled Hadid	0
15	Dana " Mohamed Rushdi" Khammash	0
16	Enass Mahmoud Abu Ajamieh	0
17	Reem Husam Santrisi	0
18	Sarah Mazin Fraih Abu Mahfouz	0
19	Manal Jamil Juma'a	0
20	Anas Ibrahim Al-Nouri	0
21	Mais Maher Medhat Al Rafati	1
22	Hana'a Naser Hassan Naser	1
23	Omaima Ismail Jaber Ismail	0
24	Razan Sa'deh Ahmad Abu Shanab	1
25	Mahmoud Abd Al-Hafed Osili	0

**Total Number of Absents = 10**

**Total Number of Attendance = 240**

**Attendance Rate = 96 %**



## 4.5 Attendees' Testimonials:

**Name: Reem Santreci**

**Job Title: Project manager**

- The Program is extremely packed with so many different subjects that I believe should have had more time. Some of the subjects needed more time to properly explain the facts as well as applying the facts through games and practice. Overall the program was very useful!
- As project manager, many of the subjects given in the program will help me do my job more effectively

**Name: Firas Anshasi**

**Job Title: Technical Sales Representative**

- It was a very good course that gave us the opportunity to explore more about the work life, and know more that the studies that we had in the university. We had the chance to meet great people, and gain new knowledge that will help us in our professional life.
- It was very good and reached its aim and its target, Thank you BDC

**Name: Qousai Jaber.**

**Job Title: Communication officer**

- The program covers many aspects in life, regardless professional or personal life matters. As the cases we were introduced to were from actual life experiences.
- The program accomplished its objectives, and in my opinion everyone is responsible for his performance, but personally I am sure it will improve my job performance a bit

**Name: Mahmoud Asali**

**Job Title: Software developer**

- The idea of this program is excellent, it helps all who attended it to improve on personal and professional level, especially in personal individual skills as it improves not only work related skills but also the skills that we use when dealing with our family and the society.
- I believe the workshop has fulfilled its objectives for all of those who attended, especially that the trainers created an optimistic atmosphere that is full of ambition and made us aware of what to expect in the labor market.

## 4.6 Attendees' Evaluation:

Topic / Degree	Excellent	Good	Acceptable
Business Ethics	90%	10%	1%
Team building	99%	1%	0%
Communication skill	86%	11%	3%
Leadership	86%	13%	1%
Problem solving	75%	21%	4%
Customer service	94%	7%	0%
Time Management	100%	0%	0%
Business Writing	77%	21%	1%
Average	88%	11%	1%



# **Fourteenth Program's Briefing**

## **5.1 Program Briefing:**

### **Program Name:**

IT and Communication Graduates' Training

### **Place:**

Business Development Center / Amman

### **Date:**

19 – 30 Dec 2010

### **Number of Attendees:**

38 interns

### **Training Topics:**

- ❖ Business Ethics
- ❖ Team Work Skills
- ❖ Communication Skills
- ❖ Time Management
- ❖ Customer Care Skills
- ❖ Leading Skills
- ❖ Problem Solving and Decision Making Skills.
- ❖ Business Writing

### **Program management and trainers:**

BDC trainers

### **Training methods that were used in the training:**

- ❖ Ice-breakers and energizers
- ❖ Power point presentations
- ❖ Discussion and sharing information
- ❖ Group case studies experiences
- ❖ Brain storming and team building activities.
- ❖ Role models and videos

## 5.2 Program's Schedule:

Date	Courses' Titles
Sun 19/12/2010	Business Ethics
Mon 20/12/2010	Team Building
Tue 21/12/2010	Customer Service
Wed 22/12/2010	Customer Service
Thu 23/12/2010	Communication Skills
Sun 26/12/2010	Time Management
Mon 27/12/2010	Business Writing
Tue 28/12/2010	Problem Solving
Wed 29/12/2010	Leadership Skills

## 5.3 Contacts Information:

#	Trainees Name	Mobile	Email
1	Hadeel Mohammad Ibrahim Al Masri	0799182822	almasri_88@hotmail.com
2	Sultan Homoud Ali Abu Al Sondos	0795473747	abualsondos@gmail.com
3	Ola Omar Mousa Harb	0796016398	ola_harb@hotmail.com
4	Sarah Najib Ayoub Al-Rabadi	0777358590	sarahrabadi2002@yahoo.com
5	Ayman Ghaleb Abdel-Ghani Humouda	0785411058	aymanhd_2010@yahoo.com
6	Ahmad Naem Abdallah Al-Saheb	0785811679	saheb_com@yahoo.com
7	Ahmed Sameer Al-Barqawi	0796961545	barqawi.88@gmail.com
8	Amer Mohammad Ayyad	0796092482	ayyad_3amer@hotmail.com
9	Omar Ahmad Tawableh	0779325532	omar_tawableh@yahoo.com
10	Razan Sami Al Shamayleh	0776434335	razan_alshamayleh
11	Jameel Aref Younis	0797375552	jameelyounis@hotmail.com
12	Laisan Salem Abed AL-Hameed AL-Mobaideen	0777523030	laisan.m@hotmail.com
13	Abdulrahman Omar Khalifeh	0795000894	abdulrahman.khalifeh@sts.com.jo
14	Ibrahim Salem Jaafreh	0775640131	ibrahimj@sts.com.jo
15	Abdalrahman Najeh Amer	0799088223	abdelrahman.najeh@gmail.com
16	Omar Nader Khanfar	0788527567	omarkhanfar@gmail.com
17	Ruba Ziad Al-Khatib	0797569701	ruba_ziad@yahoo.com
18	Rula Hassan Pharaon	0796060530	rulap@hotmail.com
19	Mahmoud Hasan Ibrahim Tashtoush	0796406082	mahmoud.tashtoush@gmail.com
20	Hammam Mahmoud Ahmad Hasan	0795018648	hammam_hsn@yahoo.com
21	Rania Mechael Salaita	0776112757	rania_salaita@yahoo.com
22	Amr Nizar Al Halabi	0799254951	amr_h_87@hotmail.com
23	Mira Khalid Mihyar	0797220158	m_mihyar@yahoo.com
24	Sarah Adel Al-Qennah	0785754455	salqennah@yahoo.com
25	Mohammad Mahmud Ahmed Ramadan	0788047857	eng.ramadan_88@yahoo.com
26	Adnan Hussein Abd Al Kareem Barham	0786349010	adnan_barham1988@yahoo.com
27	Mohammad Ahmad Ali Al-Rawabdeh	0775271273	mo7_rawabdeh@hotmail.com
28	Amer Fareed Abdullah Al-Khawaldeh	0779861426	amer.k@fdsme.com
29	Raed Abd Arazaq Al-Kersha	0797791515	abonaeff@yahoo.com
30	Ramzi Meelad Sa'adeh Sweadan	0785203181	ramzy_sweadan@yahoo.com

31	Abdelmalek Marrwan Fayyad Arrabi	0785907448	abd.arrabi@gmail.com
32	Saif Walid Haddad	0799787820	haddadsaif@hotmail.com
33	Ayat Mutusim Mohammad Dabbas	0799477848	eng.ayatdabbas@yahoo.com
34	Doa'a Mohammad Ali Owais	0795253733	do3a2_owais@hotmail.com
35	Mohammad Gazi Al-Tarawneh	0799819481	shareq_AHU@yahoo.com
36	Mahmoud Fayez Saeed Al Zoubi	0788862287	cpe_mahmoud@yahoo.com
37	Haifa Mohammad Saleh Abu Sukkar	0788230164	haifa_sukkar@yahoo.com
38	Mohammed Zeyad Abulhaj	0796006046	abual7aj@gmail.com

#### 5.4 Attendance Status:

	Name 14	Total
1	Ahmed Sameer Al-Barqawi	0
2	Jameel Aref Younis	1
3	Haifa Mohammad Saleh Abu Sukkar	0
4	Laisan Salem Abed AL-Hameed AL-Mobaideen	0
5	Amer Mohammad Ayyad	0
6	Adnan Hussein Abd Al Kareem Barham	0
7	Mohammad Ahmad Ali Al-Rawabdeh	0
8	Abdulrahman Omar Khalifeh	1
9	Ibrahim Salem Jaafreh	0
10	Amer Fareed Abdullah Al-Khawaldeh	1
11	Omar Ahmad Tawableh	1
12	Raed Abd Arazaq Al-Kersha	0
13	Abdalrahman Najeh Amer	1
14	Omar Nader Khanfar	3
15	Hadeel Mohammad Ibrahim Al Masri	2
16	Ruba Ziad Al-Khatib	2
17	Ahmad Naem Abdallah Al-Saheb	0
18	Mohammad Mahmud Ahmed Ramadan	2
19	Ramzi Meelad Sa'adeh Sweadan	1
20	Abdelmalek Marrwan Fayyad Arrabi	1
21	Rula Hassan Pharaon	0
22	Mahmoud Hasan Ibrahim Tashtoush	0
23	Saif Walid Haddad	1
24	Ayat Mutusim Mohammad Dabbas	2
25	Hammam Mahmoud Ahmad Hasan	0
26	Sarah Najib Ayoub Al-Rabadi	2
27	Rania Mechael Salaita	1
28	Doa'a Mohammad Ali Owais	1
29	Mohammad Gazi Al-Tarawneh	0
30	Amr Nizar Al Halabi	0
31	Mira Khalid Mihyar	1
32	Mahmoud Fayez Saeed Al Zoubi	1
33	Ayman Ghaleb Abdel-Ghani Humouda	0
34	Mohammed Zeyad Abulhaj	1
35	Sarah Adel Al-Qennah	1
36	Ola Omar Mousa Harb	1
37	Razan Sami Al Shamayleh	1
38	Sultan Homoud Ali Abu Al Sondos	1

**Total Number of Absents = 30**

**Total Number of Attendance = 350**

**Attendance Rate = 92 %**

## **5.5 Attendees' Testimonials:**

**Name: Mohammad Ghazi Al Tarawneh**

**Job Title: Technical Support Engineer**

- This program is valuable for employees whether they were recent graduates or have a considerable amount of experience. It creates the skills to treat co-workers in a better way.
- It benefited me as I gained important information and skills on how to deal with the demands of my work, through presentation, responding through e-mails and many more soft skills.

**Name: Razan Sami Al Shamaileh**

**Job Title: Web Developer**

- Maharat program has achieved all its goals as it will improve my personal and professional life.
- It will reflect positively on my work I am certain; as we gained the correct knowledge on how to communication effectively.

**Name: Mohammad Tashtoosh**

**Job Title: Implementation Officer**

- It was excellent! We were provided with the information to work in an effective way for the community and we were introduced to great trainers that should be looked up at.
- I believe the training session was completed on a successful level.

**Name: Saif Haddad**

**Job Title: Quality Assurance**

- It's a part of fun and improving our skills in a way we can't forget. It's unforgettable. It reached the expected goals.

**Name: Rola Pharon**

**Job Title: Quality Assurance**

- It's very productive and active overall training. It is very helpful for fresh graduates. This course will have a very good impact on my career and the training is very helpful.

**Name: Mohammad Ziad Mohammad Abu Al Haj**

**Job title: Maintenance Engineer**

- It is a great program for the work market where it increased self esteem and adds positively on his personality. It will definitely help an employee improve as well as the company he works in.

### 5.6 Attendees' Evaluation:

Topic / Degree	Excellent	Good	Acceptable
Business Ethics	85%	12%	3%
Team building	86%	13%	1%
Communication skill	80%	18%	2%
Leadership	90%	9%	1%
Problem solving	85%	15%	0%
Customer service	97%	3%	0%
Time Management	80%	18%	0%
Business Writing	96%	4%	0%
Average	87%	12%	1%

# **Fifteenth Program's Briefing**

## **6.1 Program Briefing:**

### **Program Name:**

IT and Communication Graduates' Training

### **Place:**

Business Development Center / Amman

### **Date:**

9 – 20 January 2011

### **Number of Attendees:**

23 interns

### **Training Topics:**

- ❖ Business Ethics
- ❖ Team Work Skills
- ❖ Communication Skills
- ❖ Time Management
- ❖ Customer Care Skills
- ❖ Leading Skills
- ❖ Problem Solving and Decision Making Skills.
- ❖ Business Writing

### **Program management and trainers:**

BDC trainers

### **Training methods that were used in the training:**

- ❖ Ice-breakers and energizers
- ❖ Power point presentations
- ❖ Discussion and sharing information
- ❖ Group case studies experiences
- ❖ Brain storming and team building activities.
- ❖ Role models and videos



## 6.2 Program's Schedule:

Date	Courses' Titles
Sun 09/01/2011	Business Ethics
Mon 10/01/2011	Team Building
Tue 11/01/2011	Customer Service
Wed 12/01/2011	Customer Service
Thu 13/01/2011	Communication Skills
Sun 16/01/2011	Time Management
Mon 17/01/2011	Business Writing
Tue 18/01/2011	Problem Solving
Wed 19/01/2011	Leadership Skills
Thu 20/01/2011	Business Ethics

## 6.3 Contacts Information:

#	Name	Mobile	Email
1	Ayman Hasan Massoued	0788450870	ayman.massouel@sts.com.jo
2	Imad El-Qasem	0788218040	imad.el-qasem@sts.com.jo
3	Watheq Jamil Lutfi Abu Saqer	0776716905	wsaqer@optimizasolutions.com
4	Ma'en Mohammad Al Saber	0799960535	ma3en.alsaber@hotmail.com
5	Dina Reyad Jibat	0795357530	dinajibat@hotmail.com
6	Fares Ali Mohammed Alotaibi	0796691759	fares_alotaibi@live.com
7	Rita Al Marji	0776463584	rita_pierre88@hotmail.com
8	Mohammad Mousa Al-Hlail	0785533128	mohammad.h@fdsme.com
9	Ahmad Abd Al-Hadi Al-Jarrah	0799527151	ahmad_1986_9@hotmail.com
10	Ahmad Nidal Al-Ansari	0788456699	a4life_88@hotmail.com
11	Sondos Mahmoud Al Yazjeen	0777050978	s.yazjeen@yahoo.com
12	Salem Ahmad Al-Hourani	0788883235	hourani-salem@hotmail.com
13	Saeed Mohammad Al Adwan	0796200566	saeedaladwan@yahoo.com
14	Omar Abdulrahim Mohammad Mohammad	0799805477	om-nazzal2005@hotmail.com
15	Eman Ahmad Khemesh	0776079719	emankhemesh_86@yahoo.com
16	Abdul Raziq Amr Abdul Raziq Nemr	0788583820	abd.nemr@yahoo.com
17	Abdullah Omar Bataineh	0785223213	abdullah.b@fdsme.com
18	Hussein Ali Alshboul	0796664652	anahaikbdi@hotmail.com
19	Redada Mohammed Islam Dodokh	0799104181	redadadadokh@yahoo.com
20	Tariq Rasmi Al Natour	0796207227	tariq_alnatour@live.com
21	Ali Taha Mahmoud Issa	0777330275	alissa@optimizasolutions.com
22	Esraa Abdelrahman Shebli Al Shebli		
23	Mustafa Al Qadi		

## 6.4 Attendance Status:

	Name 15	Total
1	Redada Mohammed Islam Dodokh	0
2	Hussein Ali Alshboul	2
3	Abdullah Omar Bataineh	3
4	Abdul Raziq Amr Abdul Raziq Nemr	1
5	Eman Ahmad Khemesh	1
6	Omar Abdulrahim Mohammad Mohammad	0
7	Saeed Mohammad Al Adwan	0
8	Salem Ahmad Al-Hourani	0
9	Sondos Mahmoud Al Yazjeen	0
10	Ahmad Nidal Al-Ansari	1
11	Mohammad Mousa Al-Hlail	3
12	Ahmad Abd Al-Hadi Al-Jarrah	1
13	Rita Al Marji	0
14	Fares Ali Mohammed Alotaibi	0
15	Dina Reyad Jibat	0
16	Ma'en Mohammad Al Saber	0
17	Watheq Jamil Lutfi Abu Saqer	0
18	Imad El-Qasem	0
19	Ayman Hasan Massoued	0
20	Ali Taha Mahmoud Issa	0
21	Tariq Rasmi Al Natour	1
22	Esraa Abdelrahman Shebli Al Shebli	2
23	Mustafa Al Qadi	2

**Total Number of Absents = 17**

**Total Number of Attendance = 213**

**Attendance Rate = 92.6 %**

## 6.5 Attendees' Testimonials:

**Name: Salem Al Hourani**

**Job Title: Sales**

- I think that the training course is very interesting and helpful as it helps me become more successful in my work and in my social life as well. I think that the techniques that the trainers use to present the sessions is very creative and it shows that they have a lot of experience.
- I think that the subjects chosen are very important in our work and social life.

**Name: Sondos Mahmoud Al Yajizeen**

**Job Title: Quality Analyst**

- It helped increase and improve many of the key concepts as well as my skills in many aspects of my social and work life, through team work and presentation skills. I expect that this program will have a big imprint on my career due to the information and moral values that we have gained. I also believe that this will have a big impact on everyday life because I had to learn a vast amount of information in a short period of time, and I think that will benefit me in my career.

- I expect that this will have a big influence in improving and strengthening my performance especially during team work and customer service as my skills in communicating with other people whether they were colleagues or friends have improved.

**Name: Eman Khemesh**

**Job Title: Sales Engineer**

- This training program is very effective, and the thing I liked the most about it is the environment we were placed in; as it brought us all together as team and it intensified the team spirit we were working within. I wish that this program had increased its length, and maybe with more time we would have been able to go out on the field and experience what we learned through social events such as volunteer work.
- This program has made me see things in a different way through what I have learned, and through the education I have gained from this program. I now know how to improve my skills and approach while dealing with different types of customers due to my session in customer services. This is very important to me because of my work in sales.

**Name: Mustafa Al Qadi**

**Job Title: System Engineer**

- Strengthens our communication skills and enhance our new knowledge and directing these skills into a positive direction where it reflects positively on our behavior. In return, I believe, this will have a positive effect on the companies we work in.
- It improved my skills in a major way, especially when dealing with customers

**Name: Mohammad Mousa Al Hilail**

**Job title: Sales Engineer**

- This program was very successful in my opinion as it targeted the skills needed currently in the market, and it was presented to us through well experienced trainers. The sessions given to us were compatible with those who were working the private and public sector as it helped us learn new skills that benefited us socially as well as in our careers.
- I am sure that this will benefit me and I can build my career through these new skills I've gained

## 6.6 Attendees' Evaluation:

Topic / Degree	Excellent	Good	Acceptable
Business Ethics	93%	6%	1%
Team building	93%	7%	0%
Communication skill	93%	7%	0%
Problem solving	92%	7%	1%
Customer service	93%	6%	1%
Time Management	85%	14%	1%
Business Writing	95%	4%	1%
Average	92%	7%	1%



Role playing



# **Sixteenth Program's Briefing**

## **7.1 Program Briefing:**

### **Program Name:**

IT and Communication Graduates' Training

### **Place:**

Business Development Center / Amman

### **Date:**

9 – 20 January 2011

### **Number of Attendees:**

24 interns

### **Training Topics:**

- ❖ Business Ethics
- ❖ Team Work Skills
- ❖ Communication Skills
- ❖ Time Management
- ❖ Customer Care Skills
- ❖ Leading Skills
- ❖ Problem Solving and Decision Making Skills.
- ❖ Business Writing

### **Program management and trainers:**

BDC trainers

### **Training methods that were used in the training:**

- ❖ Ice-breakers and energizers
- ❖ Power point presentations
- ❖ Discussion and sharing information
- ❖ Group case studies experiences
- ❖ Brain storming and team building activities.
- ❖ Role models and videos

## 7.2 Program's Schedule:

Date	Courses' Titles
Sat 29/01/2011	Business Ethics
Sun 30/01/2011	Team Building
Mon 31/01/2011	Customer Service
Tue 01/02/2011	Customer Service
Wed 02/02/2011	Communication Skills
Thu 03/02/2011	Time Management
Sun 06/02/2011	Business Writing
Mon 07/02/2011	Problem Solving
Tue 08/02/2011	Leadership Skills
Wed 09/02/2011	Business Ethics

## 7.3 Contacts Information:

#	Name	Mobile	Email
1	Hisham Said Marie	0797125555	hisham_m87@hotmail.com
2	Sahar Sameer Abdel Jaber		sahar_aljaber@yahoo.com
3	Ayman Mohamad Hammad	0788835210	ayman.hu@hotmail.com
4	Yousef Anwer Yousef Mahmoud	0786456584	tayyem.tayyem@yahoo.com
5	Farouq Husni Al Hassan	0788485370	fha_mis@yahoo.com
6	Amal Mohammad Hafez Abu Shehab	0775816942	amal_shihab@hotmail.com
7	Mai Mohammed Abu Tahoun	0776206200	mai_11_2@yahoo.com
8	Bilal Abdullah Sa'ed Shakatreh	0788745401	shakatreh.belal@gmail.com
9	Osama Mohammad Abd Al Fattah Salem	0787402098	osama_alshamali@yahoo.com
10	Hossam Al-ddin Odeh Jarrah	0786921188	hossam_53520@yahoo.com
11	Ghadeer Ismael Sarhan	0796561401	ghadeer_19@yahoo.com
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13	Ahmad Husam Mahmoud Husary	0795030871	ahmad_hosary2000@yahoo.com
14	Mohammed Abd Al Hleem Radi Qaraman	0799229721	muhdqaraman@gmail.com
15	Abdullah Samir Salem Al-Khatib	0796550984	abdullah.alkhatib@sambet.com
16	Thamer Mustafa Obeidat	0775497332	tammermo@yahoo.com
17	Ahmad Subhi Ibrahim Al-Hadidi	0776043699	ahmadalhadidi@hotmail.com
18	Amjad Bassam Abdelaziz	0797707878	a.amjad@live.com
19	Moath Fakhri Fareed Ghabashneh	0799097901	moath@dama-int.com
20	Jaber Said Ahmad Badarneh	0785295134	J.badarneh@orion.jo
21	Firas Ahmad Jawdat Sirhan	0788877722	firas.sirhan@yahoo.com
22	Ahmad Mahmoud Mohammad Marabeh	0786430489	ahmadmraba@hotmail.com
23	Mohamed Khalifeh Nuserat	0796641281	mohamed.nuserat@yahoo.com
24	Hamzah Ali Mohammad Qabbaah	0786431106	hamza_qub@hotmail.com

#### 7.4 Attendance Status:

	Name:	Total
1	Mohamed Khalifeh Nuserat	2
2	Amjad Bassam Abdelaziz	1
3	Amal Mohammad Hafez Abu Shehab	0
4	Mai Mohammed Abu Tahoun	0
5	Ghadeer Ismael Sarhan	2
6	Farouq Husni Al Hassan	0
7	Yousef Anwer Yousef Mahmoud	1
8	Ayman Mohamad Hammad	0
9	Bilal Abdullah Sa'ed Shakatreh	0
10	Firas Ahmad Jawdat Sirhan	1
11	Osama Mohammad Abd Al Fattah Salem	2
12	Hamzah Ali Mohammad Qabbaah	1
13	Abdullah Samir Salem Al-Khatib	1
14	Jaber Said Ahmad Badarneh	1
15	Ahmad Husam Mahmoud Husary	3
16	Ahmad Subhi Ibrahim Al-Hadidi	1
17	Thamer Mustafa Obeidat	1
18	Mohammed Abd Al Hleem Radi Qaraman	4
19	Sahar Sameer Abdel Jaber	0
20	Hisham Said Marie	0
21	Ahmad Mahmoud Mohammad Marabeh	1
22	Moath Fakhri Fareed Ghabashneh	2
23	Fadi Nasser Zaki Halboni	3
24	Hossam Al-ddin Odeh Jarrah	3

**Total Number of Absents = 30**

**Total Number of Attendance = 210**

**Attendance Rate = 87.5 %**

## 7.5 Attendees' Testimonials:

**Name : Ghadeer Ismael Sarhan**

**Job Title: Technical Support**

- This program was excellent as I covered all the essential needs that any person requires whether in his personal or social life
- Very good as it contained very important topics that relates to my job such as 'Business Ethics' and 'Presentation Skills' and many more

SHE DID NOT APPROVE OF USING THIS INFORMATION

**Name : Feras Sarhan**

**Job Title: .Net Developer**

- An excellent program and what it made it better was the way the information was being given to us, the way it ignited team spirit and the interactive atmosphere it created. The way we received the information was not typical and traditional, but instead through such interaction, I was able to revisit the topic and its information by remembering the situation we were put in during class and the way the teacher presented the information.
- This course will reflect its success on my behavior at work and during my personal life and social activities.

**Name : Osama Salem**

**Job Title: QA**

- It achieved many goals and it helped us overcome some problems we were previously facing. We were also introduced to new people and build new friendships.
- This program will definitely help me on the long run, and it will increase my production level at work as well as its quality and value.

**Name : Amal Abu Shihab**

**Job Title: Technical Support**

- An excellent program that aimed to improve our skills and our communication and presentation skills, and it also assisted in building new personalities and enhancing our way of thinking to achieve our goals.
- This program has achieved its goals and has given us vital informational that would benefit me and my work as I have improved my communication skills and business ethics and improving myself in general

**Name : May Abu Tahoona**

**Job Title: Technical Support**

- This program was outstanding and the trainers in general are excellent, especially that the information presented by the trainers is backed by years of experience. Even the examples and situations given to us were useful as the trainers are practitioner themselves and these examples were presented from personal experience.
- I'm sure it will benefit me



## 7.6 Attendees' Evaluation:

Topic / Degree	Excellent	Good	Acceptable
Business Ethics	100%	0%	0%
Team building	98%	2%	0%
Communication skill	91%	8%	1%
Leadership	86%	14%	0%
Problem solving	93%	6%	1%
Customer service	90%	9%	1%
Time Management	90%	7%	3%
Business Writing	94%	5%	1%
Average	93%	6%	1%





# **Seventeenth Program's Briefing**

## **8.1 Program Briefing:**

### **Program Name:**

IT and Communication Graduates' Training

### **Place:**

Business Development Center / Amman

### **Date:**

20 February – 3 March 2011

### **Number of Attendees:**

10 interns

### **Training Topics:**

- ❖ Business Ethics
- ❖ Team Work Skills
- ❖ Communication Skills
- ❖ Time Management
- ❖ Customer Care Skills
- ❖ Leading Skills
- ❖ Problem Solving and Decision Making Skills.
- ❖ Business Writing

### **Program management and trainers:**

BDC trainers

### **Training methods that were used in the training:**

- ❖ Ice-breakers and energizers
- ❖ Power point presentations
- ❖ Discussion and sharing information
- ❖ Group case studies experiences
- ❖ Brain storming and team building activities.
- ❖ Role models and videos

## 8.2 Program's Schedule:

Date	Courses' Titles
Sun 20/02/2011	Business Ethics
Mon 21/02/2011	Team Building
Tue 22/02/2011	Customer Service
Wed 23/02/2011	Customer Service
Thu 24/02/2011	Communication Skills
Sun 27/02/2011	Time Management
Mon 28/02/2011	Business Writing
Tue 01/03/2011	Problem Solving
Wed 02/03/2011	Leadership Skills
Thu 03/03/2011	Business Ethics

## 8.3 Contacts Information:

#	Name	Mobile	Email
1	Ghadeer Jamal Mohammad Al-Nasser	0788007645	g.nasser220@hotmail.com
2	Mousa Malek Ghaleb Quteishat	0777542005	mousa_qt@hotmail.com
3	Mohammed Khaled Odeh Al Sarirah	0777164136	m.sarirah@yahoo.com
4	Ahmad Mohammed Mahmoud Al Asmar	07858532908	ahmed_al_asmar@hotmail.com
5	Emad Rimoun Ghalib Al Zahrawy	0786142933	emad_rimoun88@hotmail.com
6	Samer Jamil Zahran	0788855180	s.zahran@orion.jo
7	Ala'a Mahmoud Yousef	0788099047	alaah87@hotmail.com
8	Baraa Mohammad Bin Tareef	0777470544	baraa_tareef@hotmail.com
9	Areen Mo'een Salman Haddad	0785464020	areen.11.haddad@gmail.com
10	Eyad Suleiman Al-Amarat	0777579591	eyad_amarat@live.com

## 8.4 Attendance Status:

#	Name	Total
1	Ghadeer Jamal Al Naser	1
2	Eyad Suleiman Al Amarat	3
3	Areen Mo'een Haddad	2
4	Mosa Malek Quteishat	0
5	Mohammad Al Sarirah	1
6	Ahmad Al Asmar	4
7	Emad Al Zahrawy	3
8	Samer Zahran	3
9	Ala'a Yousef	0
10	Baraa Bin Tareef	0

**Total Number of Absents = 17**

**Total Number of Attendance = 83**  
**Attendance Rate = 83.5 %**

## **8.5 Attendees' Testimonials:**

**Name: Emad Zahrawi**

**Job Title: Business Development**

- An excellent program and I recommend all university students, or graduate student who are about to work to take this program
- It achieved a lot for me within my work and how to treat and interact with others with different educational and professional backgrounds

**Name: Areen Haddad**

**Job Title: Technical Support**

- This program has benefited me immensely. I now can do my job at a better and an advanced rate. Because I work with customers directly I now know how to deal with them in a more professional way. What also inspired me is learning about other fellow students and their journey to get where they are now, and that pushed me to try the same thing
- This program will benefit me and my work as I will improve my skills when interacting with customers

**Name: Bara Tarif**

**Job Title: Quality Assurance**

- This program contained and covered many important topics that will enhance my efforts at work. It has also changed my point of view regarding certain things. All of the trainers, without any exception had delivered what they intended to in an easy going, direct, and efficient manner
- For me, it has achieved 80% of their goals, and I hope I can apply what I have learned at my work

**Name: Ahmad Al Asmar**

**Job Title: Developer**

- An excellent program that is very useful for graduate level individuals and I recommend everyone to join this program
- It has achieved many goals and this will benefit my performance a work and enhance my interaction with the management, my colleagues, and the customers that I meet

## **8.6 Attendees' Evaluation:**

<b>Topic / Degree</b>	<b>Excellent</b>	<b>Good</b>	<b>Acceptable</b>
<b>Team building</b>	<b>100%</b>	<b>0%</b>	<b>0%</b>
<b>Communication skill</b>	<b>99%</b>	<b>1%</b>	<b>0%</b>
<b>Leadership</b>	<b>72%</b>	<b>27%</b>	<b>1%</b>
<b>Problem solving</b>	<b>92%</b>	<b>8%</b>	<b>0%</b>
<b>Customer service</b>	<b>98%</b>	<b>2%</b>	<b>0%</b>
<b>Time Management</b>	<b>99%</b>	<b>1%</b>	<b>0%</b>
<b>Business Writing</b>	<b>98%</b>	<b>2%</b>	<b>0%</b>
<b>Average</b>	<b>94%</b>	<b>6%</b>	<b>0%</b>



# **Eighteen Program's Briefing**

## **8.1 Program Briefing:**

**Program Name:**

IT and Communication Graduates' Training

**Place:**

NTEP Hall / Amman

**Date:**

10 – 21 April 2011

**Number of Attendees:**

36 interns

**Training Topics:**

- ❖ Business Ethics
- ❖ Team Work Skills
- ❖ Communication Skills
- ❖ Time Management
- ❖ Customer Care Skills
- ❖ Leading Skills
- ❖ Problem Solving and Decision Making Skills.
- ❖ Business Writing

**Program management and trainers:**

BDC trainers

**Training methods that were used in the training:**

- ❖ Ice-breakers and energizers
- ❖ Power point presentations
- ❖ Discussion and sharing information
- ❖ Group case studies experiences
- ❖ Brain storming and team building activities.
- ❖ Role models and videos

## 8.2 Program's Schedule:

Date	Courses' Titles
Sun 10/04/2011	Business Ethics
Mon 11/04/2011	Team Building
Tue 12/04/2011	Customer Service
Wed 13/04/2011	Customer Service
Thu 14/04/2011	Communication Skills
Sun 17/04/2011	Time Management
Mon 18/04/2011	Business Writing
Tue 19/04/2011	Problem Solving
Wed 20/04/2011	Leadership Skills
Thu 21/04/2011	Business Ethics

## 8.3 Contacts Information:

#	Name	Mobile	Email
1	Mohammad Tawfiq Jaradeh	0785004361	mjaradeh@umniah.com
2	Rana Mousa Al Masri	0785004826	ralmasri@umniah.com
3	Amer Adnan Yousef	0796686648	adnan@gce.com.jo
4	Nabeel Taher Abdel Al Qader Al Khatib	0785003295	nabeel434@hotmail.com
5	Suliman Saleh Makahleh	0795772953	the_ghost5007@hotmail.com
6	Ibrahim Al Khawaldeh	0777974617	
7	Mahmoud Abd-Al Razaq Hassan Jarrar	0785938785	mjarrar@umniah.com
8	Razan Naeem Hasan Armouti	0788341197	razan_alarmoti@yahoo.com
9	Omar Fawzi Youseh Ajjour	0795966660	omar.ajjour@extensya.com
10	Ahmad 'M.S' Nairoukh	0788002315	aniroukh@umniah.com
11	Qais Azmi Abdelfatah Al-Dasouqi	0775484872	qais.azmi@yahoo.com
12	Shorouq Ibrahim Muhysen	0779464085	sun_shorouq@hotmail.com
13	Yazan Omar Almomani	0779965857	yazan.momani@ehs.com.jo
14	Ahmad Mohammad Hatamleh	0788707332	ahmad_hatamleh@hotmail.com
15	Mohammad Khaleel Abed Abujhash	0786058307	hamoda_88_cis@yahoo.com
16	Shadi Sari Fahmi Al-Kayed	0788002355	skayed@umniah.com
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22	Faten Naim Ibrahim Al Omari	0779446536	alomari_faten@yahoo.com
23	Rana Ahmad ABu Eisheh	0796761186	
24	Ahmad Nazih Al-Motasem	0788701191	a.motasem@gmail.com
25	Sami Rafiq Al-Jandali	0777727254	sami-jandali@windowlive.com
26	Rasha Nabeel Haifawi	0799344706	haifwairasha@yahoo.com
27	Eman Nabeel Attieh	0797957518	the4meno@hotmail.com
28	Mohamad Fathi Hasan Abu Aloul	0785382984	m_abualoul@hotmail.com
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31	Othman 'Mohd Rateb' Othmas Hussain	0777797079	adiga111@gmail.com
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33	Ahlam Ahmad Slehat	0777434579	ahlamslehat@yahoo.com
34	Violet Mousa Jaber	0779229310	vivo_17@hotmail.com
35	Nasser Naheed Abdelhadi	0785003373	nabdulhadi@umniah.com



#### 8.4 Attendance Status:

	Name	Total
1	Ibrahim Khawaldeh	0
2	Mohamad Abed	0
3	Mohamad Alaloul	0
4	Ahlam Ahmad	0
5	Ahmad Almotasem	0
6	Rana Abu Eisheh	0
7	Diyaa Sukariah	0
8	Layana Hijazi	0
9	Ahmad Hatamleh	0
10	Saeed Abu-Hme'ed	0
11	Othman Husine	0
12	Yazan AlMomani	0
13	Sulieman Makahleh	0
14	Amer Adnan	1
15	Faten al omari	0
16	Ammar Jaradat	1
17	Qais Dasouqi	1
18	Omar Ajjour	0
19	Rana Shehabi	1
20	Sami Al Jandali	0
21	Rasha Haifawi.	1
22	Fatima khalifa.	1
23	Violet Jaber	1
24	Mohammad Shawaheen	0
25	Mohammad Jaradeh	0
26	Rana Al-Masri	0
27	Nabiel Al Khatib	1
28	Ahmed Nairoukh	0
29	Mahmoud Najar	0
30	Naser Abdulhadi	0
31	Jawad Al Shalabi	0
32	Shadi Al Kayed	0
33	Razan al Aarmotee	1
34	Haytham abu alhayjaa'	0
35	Eman Attieh	1
36	Shorouq Muhysen	0

**Total Number of Absents = 10**

**Total Number of Attendance = 350**

**Attendance Rate = 97.2 %**

## **8.5 Attendees' Testimonials:**

**Name: Ahmad Al Motassem**

**Job Title: Technical Support Engineer**

- The topics chosen were excellent and it has played a role in improving my work efforts. It also aided me in reflecting the skills I have learned to achieve a better outcome at work, and in my personal life.
- This training program has achieved its goals effectively and of course it will have a positive effect on my work.

**Name: Omar Ajjour**

**Job Title: Customer Service Super Representative**

- First of all, I would like to thank all the staff and the trainers responsible for making this program happen. I am sure that the effect this program will have on me will reflect positively in the company I work in. In addition, the topics that were picked for the sessions were picked carefully as I felt they helped me personally. I advise others to take this program and I recommend it to everyone because everyone needs to be knowledgeable in these basic skills.

**Name: Qais Dassouqi**

**Job Title: Senior Customer Service**

- I think that this program should be given to all the companies in Jordan because I see how useful it is for both the private and the public sector. I also believe that this program holds the best practitioners and trainers

**Name: Mohammad Shawaheen**

**Job Title: Communication Engineer**

- 1- This program is so useful on so many levels – both personal and professional
- 2- We covered topics I did not think I would use, but I was surprised by how useful they are professionally
- 3 – The level of trainers is beyond amazing
- 4 – Although some might say the training hours are long, I do not feel them because the training is also entertaining
- I suggest you deliver this form of training to all sects of society and.

**Name: Ahmad Nairoukh**

**Job Title: RF Planning and Optimization Engineer**

- It is excellent and exciting! It is directed to fit our goals, and assists our professional life at work.
- I believe that this program has achieved its goals and it changed my interactions with others in society and in my company and even in my social life

### 8.6 Attendees' Evaluation:

Topic / Degree	Excellent	Good	Acceptable
Business Ethics	97%	3%	0%
Team building	100%	0%	0%
Communication skill	96%	4%	0%
Leadership	76%	22%	2%
Problem solving	90%	7%	3%
Customer service	91%	9%	0%
Time Management	79%	18%	3%
Business Writing	92%	6%	2%
Average	90%	9%	1%

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