

IN-COMPANY TRAINING CAPABILITY



GLAS

Tanfidh
Management Consultants

Excellence in Training
and Consulting



Recognised
Provider

ABOUT US

GLAS and Tanfidh are training and consultancy partners. We provide high quality, specialist training and consultancy for the process industries.

Our reputation is based on quality both in terms of the training and consultancy we provide and in terms of customer service. We always strive for excellence.

We provide training seminars, web-based training and consultancy to the very highest standards. Our aim is very simple: to be the very best training and consultancy organisation with the highest quality seminars and consultancy delivered by genuine subject matter experts.

WHO WE ARE?

GLAS was founded in 2011 in the United Arab Emirates. We have a dedicated core team, based in the UAE, together with a network of highly skilled consultants, in various locations worldwide.

We are focused on the very highest standards both in consultancy and training. We deliver outstanding quality in our consultancy services and our various training formats. We take pride in being a partner of choice for our many clients worldwide.

Tanfidh is an independent Omani based consulting firm with experience in the fields of strategy management, Strategy Development and Execution, Balanced Scorecard, Strategic Risk Management, Automation of Strategy Execution, Business Processes and Human Capital. Our aim is to provide our clients wherever they are in the globe with business and professional solutions, as well as expertise in the organisation structure, management and building capabilities by development of human resources.

Tanfidh offers a range of training, consulting and research services. Our experienced multilingual consultants and trainers provide these services to any size of organisations, both private and public.

Training Seminars

GLAS and Tanfidh have developed a series of high quality public seminars, tailored in-house programmes and our unique, highly interactive computer based training solutions.

WHY CHOOSE US?

We work closely with organisations to provide maximum value and return on investment, whether in our consultancy services or in our training. By providing highly skilled and capable personnel, with real life experience in major companies, we deliver excellence in all that we do.

IN-COMPANY TRAINING

Working with You

Employee training is essential for companies that wish to compete in a fast-changing business world.

When an organisation has a number of employees who need to learn new skills, In-Company training is often the most focused and the most economical solution. In-Company training involves bringing a trainer to your preferred location to deliver a customised training program for your employee group. The group may consist of employees who work together in teams, or who work in various company locations across the country, or across the globe.

In-Company training may be held at the corporate headquarters or at an off-site location. It may also be held virtually or in blended format, depending on your specific needs.

DELIVERING CUSTOMISED TRAINING TO MEET YOUR SPECIFIC REQUIREMENTS

Initial Discussions

Companies choose in-house training to address specific business needs. We will work closely with you to design learning objectives and customise the training in order to meet your specific requirements.

Bespoke Solutions

We will work with you at every stage to ensure that the training provided is fully aligned with your expectations. This can include the use of meetings, conference calls, end of course reviews - whatever is required to ensure your requirements are met in full!

Blended Training

GLAS and Tanfidh can provide both classroom and web-based training solutions, we can also provide blended training options combining the two, to give the required results whilst optimising total cost.



ANDY GIBBINS



Mr. Andrew Gibbins is a Senior Consultant with GLAS Consulting specialising in Process Safety and Operational Excellence in the Oil, Gas and Petrochemicals Industries.

He graduated from the University of Bradford, United Kingdom with a Bachelor of Chemical Engineering degree (Upper Second Class Honours) in 1986. He qualified as a Chartered Chemical Engineer, with the UK Engineering Council in 1994 and became a qualified Prince2 Project Management Practitioner in 2007.

Prior to moving into consultancy, he spent 20 years in industry with Shell, Montell Polyolefins and NOVA Chemicals. He has held a number of technical, project, operations line management and senior management positions, including the position of Manufacturing Site Manager at sites in the UK and in France.

Andy has acted as a consultant to a number of manufacturing businesses globally. He is based in the United Arab Emirates so understands the region and its culture very well. He was worked within the oil industry, chemical industry as well as general manufacturing and contract management. He has designed and delivered a number of public training seminars and in-house workshops for major clients.

Areas of Expertise for Customised In-House

- Leadership skills for Operational Staff
- Development programmes for shift supervisors and operations management
- Operational Excellence
- Process Safety Management
- Incident and accident reporting
- Emergency Preparedness and Planning
- Business Continuity

Programmes Delivered

- Emergency Response Planning
- The Effective Team Leader in Oil, Gas and Petrochemicals
- Best Practices in Multishift Operations
- Operational Excellence
- Process Safety Management
- Behavioural Safety
- Incident and Accident Investigation
- Team Building for Start-Up Team
- Change Management
- Leadership and Empowerment Skills for Shift Supervisors
- Coaching Skills for Oil and Gas Team
- Masterclass in Petrochemicals
- Process Emergency Procedures
- Business Continuity and Crisis Management



شركة صناعة الكيماويات البترولية (ن.م.ك.)
PETROCHEMICAL
INDUSTRIES COMPANY K.S.C.
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التصنيع
TASNEE

DAVID COTTON



Mr. David Cotton is a Consultant with GLAS Consulting specialising in Leadership, Management, Strategy and soft skills.

He holds a Bachelor's Degree, is a Fellow of the British Institute for Learning and Development, has Diplomas in both Training and Development and Hypnotherapy, is a Certified NLP Practitioner, a Member of the Institute of Leadership and Management, an accredited DISC practitioner, a certified CMI trainer and a certified ILM trainer.

David spent 21 years with two of the world's biggest consulting firms, Arthur Andersen and PwC, before becoming an independent trainer in 2002. He has worked in four continents and more than 40 countries, in local and national government and almost every industry section. He has worked extensively in the Middle East and in the Far East and South East Asia. Much of that work was for the oil and gas industry.

David is the author of 15 books (two of which won publishers' awards), scores of journal articles and an award-winning e-learning package on business to business exchanges. His books cover a wide range of topics, including business strategy, successful meetings, management development and leadership.

Areas of Expertise for Customised In-House

- Leadership and management skills for supervisors, team leaders and managers
- Personal development programmes for all levels of staff, including time management, goal setting, NLP, confidence building, assertiveness and advanced communication skills
- Business strategy
- Coaching and mentoring
- Business networking
- Training and presentation skills

Programmes Delivered

- Leading and Managing Change
- Four-Year Accelerated Leadership Programme for Central Government Department
- Performance Management
- Dealing with Difficult People at Work
- Presenting with Impact
- Train Your Brain (Mental Fitness for Work)
- Creating A Business Presence: Impact and Influence at Work
- Introduction to NLP
- Negotiation Skills
- Advanced Communication Skills



المعهد البترولي
THE PETROLEUM INSTITUTE
University & Research Center جامعة و مركز أبحاث



مؤسسة البترول الكويتية
Kuwait Petroleum Corporation



شركة تنمية نفط عُمان
Petroleum Development Oman

DANIEL FEIMAN



Mr. Daniel Feiman is a Senior Consultant with GLAS Consulting specialising in Strategy: Planning & Implementation; Finance: Modeling & Analysis; and Process: Continuous Process Improvement & Certified Supplier Programs.

Daniel is an internationally recognised leader in these areas; working with firms in 26 countries across virtually every industry; both product & service.

Before starting his training & consulting practice in 1996, Daniel spent almost 20 years in commercial banking. He has since published whitepapers, articles, SlideShare presentations, YouTube videos & books on his core competencies. His 3rd book in the Build It Backwards series (The Book on Business from A to Z: The 260 Answers You Need to Know), was nominated for a Thought Leader of the Year award & selected as a Finalist for Global eBook of the Year.

He has been awarded the CMC© designation by Institute of Management Consultants which is awarded to less than 1% of management consultants globally.

Areas of Expertise for Customised In-House

- Strategy: From Before Planning to After Implementation
- Finance: Modeling (the Future) & Analysis (of the Past)
- Excel: Fundamentals, Intermediate & Advanced Interactive programs
- Strategic Thinking for Leaders
- The Effective Leader Workshop
- Masterclass in Mergers & Acquisitions
- Fundamentals of Accounting & Finance for Non-Finance Managers

Programmes Delivered

- Applied Strategic Thinking: From Vision to Reality
- Global Strategic Masterclass: From Planning through Implementation
- Hoshin Kanri "Direction Management & Policy Development"
- Masterclass in Transforming from Manager to Leader
- SWOT and GAP Analysis
- Using The APCIMAIRSM Model to Get the Most from Your Strategy
- High Performance Leadership Program
- Leadership Development Program
- Manager to Leader Transition
- Strategic Leadership Workshop
- Strategic Thinking for Leaders
- Financial Analysis & Modeling Using Excel
- Finance for the Supply Management Professionals
- Advanced Financial Analysis & Modeling using Excel
- Corporate & Financial Restructuring
- Root Cause Analysis & Problem Solving
- Certified Supplier Program to Optimise Your Supply Chain



STUART EMMETT



Mr. Stuart Emmett is a Senior Consultant with GLAS Consulting specialising in all Leadership and Management processes and specifically in Supply Chain Management, (which includes Purchasing/Procurement/ Contracting, Inventory, Transport, Production, Warehousing, Logistics, and Customer Service).

Stuart is also qualified as a Mentor, a Further Education Teacher, an NVQ Assessor/ Verifier and an external examiner/verifier to various UK Universities/Institutes on Supply Chain topics.

After starting his career in Freight Forwarding, Stuart moved into Consultancy, specialising in the analysis of costs and service factors and the tendering/selection of freight service providers. This was followed by five years living in Nigeria, managing Transport/ Shipping and Warehousing operations and assisting with design and strategy of the large multinational business. In 1990 he entered, formally, into the training business and was involved with the startup, of the training service to the then Institute of Logistics (now the Chartered Institute of Logistics and Transport).

In 1998 Stuart choose to become a freelance training consultant and has subsequently trained/ consulted in many industries to over 50 nationalities and in over 30 countries on 6 continents, Stuart was also a visiting Professor to Cambridge Pragmatix in Beijing, China.

Besides undertaking training, Stuart also acts as a coach and mentor to individuals/groups, and also as a catalyst/ consultant to effect change to existing methods by effecting improvements and introducing new ways; "developing management and supply chain excellence" is his business.

He has written numerous learning and correspondence manuals for many professional institute qualifications and has published numerous articles on a range of Learning, Management and Supply Chain topics. Stuart is the author or joint author of 29 books.

Programmes Delivered

- Supply Chain Management
- Purchasing Operations
- Inventory Management
- Warehousing
- Introduction to Management
- Managing People
- Procurement Strategy
- Contracting Best Practice
- Team Building
- Negotiations
- Supplier management
- Leadership Tactics and Strategy
- Time management
- Effective Logistics
- Stock Control



JAN DE RUYTER



Mr. Jan de Ruyter is a Senior Consultant with GLAS Consulting specialising in all aspects of Supply Chain, Inventory Management, Warehousing and Quality.

He is a graduate from the Tshwane University of Technology with a National Higher Diploma in Operations Management. He is also Certified in Production and Inventory Management (CPIM) as well as Certified in Integrated Resource Management (CIRM) by APICS in the USA.

He has many years of practical experience in industry, from heavy engineering to FMGC. He was responsible for implementing an ERP system, creating a deep understanding about the pitfalls and opportunities that exist in a successful implementation. He was responsible for the procurement for two major programs in the engineering field. He also has extensive experience in managing spare parts and has developed a toolset to optimize the supply of spare parts.

Since becoming a consultant and trainer, he conducted training courses in many different companies in various sectors, such as Oil & Gas, automotive, mining, pharmaceutical and manufacturing. He also consulted in a number of ERP implementation projects.

He has travelled extensively to Europe, the Middle East and Asia Pacific countries for the last 15 years to deliver various programme. He is based in South Africa where he also lectures at the University of Johannesburg on the Logistics Program. He has a wealth of knowledge in business management and uses his systems based approach to solve business problems.

Programmes Delivered

- Supply Chain Management
- Inventory Management
- Logistics
- Procurement
- Spare Parts Management
- Quality Management
- Finance for Non-Financial Managers



HESHAM HAMDY



Mr. Hesham Hamdy has more than 30 years of senior level experience in Internal Audit and Risk Management. Before becoming an international independent Banking Consultant/Trainer/Lecturer, he spent more than 30 years of professional in Risk Management, Internal Audit, Compliance, Corporate Governance and Credit Examination in Bahrain, Saudi Arabia and Egypt.

Hesham sat as a Non-Executive Board Member in a number of major organisations; Suez Canal Bank, Egyptian Commercial Bank, Egyptian Banks' Credit Bureau, Egyptian Iron and Steel Company, Abraj Misr International Company.

Whilst working for various international/multinational firms, Hesham helped set-up their internal audit and risk management divisions or enhanced their performance by offering consultancy on key issues faced by internal audit & risk management departments.

He had the opportunity to work closely with a diverse range of banks and organisations from both the public and the private sector, located in the Middle East.

Areas of Expertise for Customised In-House

- Enterprise Risk Management (ERM)
- Fundamentals of Risk Management
- Risk-based Auditing
- Risk-based Compliance
- Finance for Non-Financial Professionals
- Operational Risk
- Corporate Governance

Programmes Delivered

- Finance for Non-Financial Professionals
- Risk-Based Compliance
- Enterprise Risk Management (ERM)
- Corporate Governance & Effective Board Members; 2 Days (Oil & Gas)
- Risk-Based Audit
- Risk-Based Internal Audit
- Operational Risk Management
- Operational & Credit Risk Management & Best Practices



ERIC SCOTT



Mr. Eric Scott is a Senior Consultant with GLAS Consulting specialising in the field of Turnaround Management. He is accomplished in many aspects of maintenance, projects, construction and turnaround management. He has specialised in managing turnarounds and similar projects from concept through to completion in a wide range of industries including Nuclear, Offshore, Petrochemical, Refining and Manufacturing.

Eric has trained, consulted and worked with international clients in UK, Europe, USA, Middle East and Asia.

Eric has spent 35 years with ICI most of which were in Senior Management roles. For 5 years as ICI's Senior Inspection Engineer, followed by 30 years in Turnaround Management, responsible for setting up ICI's Turnaround Management Organisation. In 1997 seconded from ICI to Petronas Malaysia as Senior Turnaround Manager - Turnaround Group.. This group undertook some 20 turnarounds per year.

During the past two years, Eric has been involved with Sellafield Nuclear Reprocessing Group, Artlant and Advansa writing up best practice turnaround and maintenance methodologies and carrying out training events for in house personnel. Eric is currently involved in Benchmarking and troubleshooting Turnaround Practices against "World Class standards" most recently in the Middle east and Asia.

Experience and Capability in Turnaround Technology:

Ammonia, Methanol, Crude Refining, Polyurethanes, Nuclear Industry, MMA-SAR-HCN-ACH, Power Stations, Sulphuric Acid, EVC, Cumene, Polythene, CCF, PTA, Nitram, Phenol, Melinar, Aniline, Olifines, Oil Gas, Gas Plants, Aromatics, Ethylene Oxide, Nylon, Urea, Nitric Acid, Mining industry, Manufacturing, Cement Industry

Programmes Delivered

- Managing Efficient Shutdown & Turnarounds



DAVE FOURIE



Mr. Dave Fourie is a Senior Consultant with GLAS Consulting specialising in preparing candidates for writing the PMP and CAPM certification exam, as well as providing various other project management related training.

He became a certified PMP in 1998 and a qualified Prince2 Project Management Practitioner in 2007. Dave also holds other portfolio, program and project management certifications such as certificates in Portfolio, Programme and Project Offices (P3O), and Managing Successful Programs (MSP). He also holds certifications in IT Service Management (ITIL), Total Quality Management (TQM) and is certified as a Six Sigma Green Belt Professional.

Dave has been an independent consultant since 1990 managing projects and programs at Sasol, Business Connexion and The Department of Water Affairs. His practical experience includes environments such as PMBOK, Method 123 as well as PRINCE2 in the fields of software development, service delivery, quality and general management.

As freelance trainer since 2009 he delivered various public training seminars and in-house workshops for major international project management training providers.

Programmes Delivered

- PMP Certification Examination Preparation
- CAPM Certification Examination Preparation
- PRINCE 2 Foundation and PRINCE2 Practitioner
- Best Practice Project Management
- Construction and Engineering Project Management
- Managing Quality On Projects
- Managing Risks On Projects
- MS Project: Basic and Advanced.
- MPMM (Method 123 Project Management Methodology)
- Earned Value Management for Projects
- Scheduling and Cost Control
- Negotiation Skills for Project Managers
- Leading Complex Projects
- Rapid Assessments & Recovery of Troubled Projects
- Project Leadership, Management, And Communications.



STEVE SHELLABEAR



Mr. Steve Shellabear is a Senior Consultant with GLAS Consulting specialising in Organisational Development.

He graduated from the School of Management – University of Surrey in United Kingdom with a Master of Science in Change Agent Skills & Strategies in 1999. He was certified as a Master Practitioner in Neuro Linguistic Programming in 2002, and was awarded a Master of Philosophy in Research Methods in 2010.

Prior to moving full time into learning & development, training design and consultancy, he spent 15 years in industry working with The Merchants Group, a company he co-founded. Steve held a number of account management and senior management positions, including Skills and Quality Director with AOL Broadband.

Steve has acted as L&D consultant to a number of businesses globally. He is based in the UK but has worked extensively in the Middle and Far East, including: Bahrain, Qatar, Saudi Arabia U.A.E, Malaysia, Hong Kong and India. He has worked across industry sectors, including: Oil and Gas, Finance, IT, Local Government, Telecommunications, Travel and Tourism and Utilities. He has designed and delivered many public and tailored training seminars and in-house workshops for major clients.

Areas of Expertise for Customised In-House

- Customer service and communication skills
- Contact centre development
- Customer relationship management
- Sales and account management
- Change management
- Leadership and management skills
- Coaching & Mentoring

Programmes Delivered

- Contact Centre & Help Desk
- Exceptional Customer Service
- Culture Change
- Leadership and Management
- Account Management & Business Development
- Arrears Collection Skills
- Human Resource Management
- Team Building
- Change Management
- Coaching Skills and Mentoring Skills
- Training for Trainers



Microsoft



BARCLAYS



PRUDENTIAL

HEATHER BAKER



Mrs. Heather Baker is a Senior Consultant with GLAS Consulting, specialising in PA, EA and Administrative training in all industries. She has a Paris Chamber of Commerce Bilingual Secretarial Diploma, is a TAP Certified Trainer and an NLP practitioner.

She had over 20 years' experience as a secretary and PA before becoming a consultant in 2000. She worked for ICI Pharmaceuticals (now AstraZeneca) and Hewlett Packard, she spent 5 years in France working for the Directeur Commercial of Cognac Hine and then 10 years with Granada Media working up to Personal Assistant to the Managing Director.

She now travels worldwide to motivate and develop the skills of staff in many different organisations and frequently gives presentations to international secretarial and PA conferences and is a regular contributor to PA magazines, webinars and blogs. She is also a Prince's Trust Business Mentor.

She is the creator of the BakerWrite speedwriting system; her book was published in May 2009 and, since 2010, this system has been offered by all Pitman Training centres. Her second book "Successful Minute Taking: meeting the challenge" was published in August 2010 and is the basis for the Pitman Training "Successful Meetings and Minutes" self-study programme. Heather is also the author of "Successful Business Writing", published in 2012.

Heather facilitates courses in EA, PA and administrative skills to all levels of staff in many varied organisations. Her sessions not only include the vital basics, but also touch on areas companies didn't even realise would help them in their daily activities. Her training has enabled individuals to completely revise the way they work, leading to more success for their business.

Areas of Expertise for Customised In-House

- Communications, confidence and assertiveness
- Organisational skills
- Interpersonal/emotional intelligence
- Leadership
- Business acumen and being proactive
- Lead the partnership between managers and assistants
- Event organisation
- Neuro-linguistic programming
- Benefit from organisational change
- Presentation skills, Minute taking, Business writing, Speedwriting, Proofreading

*Qatar
Foundation*



أرامكو السعودية
saudi aramco



مركز دبي التجاري العالمي
DUBAI WORLD TRADE CENTRE



مؤسسة البترول الكويتية

Programmes Delivered

- The Exceptional PA
- 21st Century EA Masterclass
- Executive PA Excellence
- Administrators' Workshop
- Secretaries' Workshop
- Successful Business Writing
- Successful Minute Taking
- Speedwriting



ANDREW FRASER



Mr. Andrew Fraser is a Senior Consultant with GLAS Consulting specialising in engineering, maintenance, production, and reliability change management in variety of industries. He provides consulting services that helps businesses to make Reliability a core value in their organisations.

Andrew has over 35 years manufacturing experience and has worked with clients in Europe, Asia, Australia, Africa, USA and the Middle East. He has held a variety of roles in his career in Engineering, Maintenance, Production and Change Management.

His passion is to inspire and engage leaders and staff in reliability principles, practices and behaviours. In addition to providing training and consultancy, Andrew is also the founder of Reliable Manufacturing that help companies implement reliability-based strategies to improve business and safety performance and implement these practices through tailored change management projects. Andrew has a reputation as an engaging speaker and has made keynote speeches to a number of leading Companies in the Middle East.

Areas of Expertise for Customised In-House

- Reliability leadership at the executive level
- Development of a holistic reliability strategy that impacts all key organizational functions
- Coaching site leadership
- Engaging frontline staff and supervisors in cross functional defect elimination activities

Programmes Delivered

- Executive Reliability & Operations Excellence Master Class
- Reliability & Operations Excellence Master Class
- The Manufacturing Game™



AHMET YAVUZ



Mr. Ahmet Yavuz is a Senior Consultant with GLAS Consulting specialising in Oil Storage Tank Construction, Inspection, Maintenance and Repair in the Oil, Gas and Petrochemicals Industries.

He graduated from the Middle East Technical University of Turkey with a B.Sc. degree in Metallurgical and Materials Engineering in 2003. He continued his professional training with International Welding Engineering diploma program, and Non Destructive Testing Level 2, NEBOSH Occupational Health and Safety and NACE Coating Inspector Level II certifications. He is currently API Certified Tank Safe Entry Supervisor.

Since graduation, he has undertaken critical roles in major Construction projects in Refining and Steel Manufacturing Projects. He then moved to Total Oil Turkey where he was the Maintenance and Inspection Manager. Between 2012 to 2016, he was the Tank Farm Inspection Lead Engineer of Turkish Petroleum Refineries Corporation.

Ahmet then moved into Technical Training and Consultancy. He has completed numerous API 510 certification pre-exam courses in Australia, and has spoken at many technical conferences in Europe and the Middle East.

Areas of Expertise for Customised In-House

- Tank Construction, Inspection, Maintenance, Repair and Safe Entry operations
- Tank Integrity Management System Implementation
- Pressure Vessel, Inspection and Maintenance
- Piping Systems, Construction, Inspection and Repairs
- Corrosion and Damage Mechanism in Refining Industry
- Welding Applications, Methods, Types and Inspection, Dissimilar Welding
- Industrial Surface Preparation and Coating Applications
- QA/QC Management and Reporting for Construction Projects
- Non Destructive Testing Methods and Applications in "Material-Welding Method-Defect" Triangle

Programmes Delivered

- API 510 Certification Pre-exam Course
- API-TES Tank Safe Entry Operations
- Tank Integrity Management System
- Storage Tank Maintenance Planning
- Tank Inspection and Maintenance
- Corrosion; Types, Effects and Prevention



TOTAL



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