



New Metrics - Training and Management Consultancy

**New Metrics** is a management consultancy and training institute dedicated to organisational effectiveness. We specialise in creating custom-designed, innovative and practical solutions that focus on the people who drive your business: employees and your customers.

Each solution is tailored to your specific requirements to ensure a direct impact on your business performance whether it is through increased operational effectiveness and employee capability or higher customer retention rates and increased adoption of change.

To help you build a strong local talent pipeline to sustain future business success, we use our Grade One Government accredited training and development expertise to design and deliver progressive talent management, leadership and employee development programs.

We offer a personalised approach and deep insights underpinned by trusted methodologies that transform your business and the people that drive it.

## Services

### EXPERIENCE MANAGEMENT

#### Employee Experience

Good people practices make good business sense. As employee experience specialists, we believe that engaged, positive and motivated employees make workplaces better for everyone – colleagues, customers and the business.

We can advise, design and implement engagement tools to help your employees feel more engaged, empowered and motivated including employee surveys, voice of employee sessions (VoE), internal communication campaigns, employee value proposition (EVP), culture change consulting and team building.

#### Customer Experience

Customer experience (CX) is a make-or-break factor for most businesses. Improving the experience for your customers is the key to increasing sales and boosting customer loyalty.

**New Metrics** customer experience programs have been developed to provide your organisation with the right tools to be proactive in delivering an exceptional customer experience, addressing customer needs and ensuring a positive perception of your brand.

"New Metrics has a team of knowledgeable, experienced and professional people that deliver great results"

Clive Hammond  
CEO – ZTC Group / Daimler Benz Oman

"The collective experience that is provided by New Metrics is dynamic, contemporary and fills the gaps in a unique way. They work with passion and sincerity and in no time, I felt they were all dear colleagues rather than consultants."

Rasha Dawood  
HR Manager - Al Mouj

## LEARNING & DEVELOPMENT

### Leadership Development

Our leadership development programs are focused on driving leadership excellence and are custom designed to fit your internal leadership development priorities, catering to high potentials, aspiring team leaders, middle managers and senior executives.

We offer leadership master class workshops or tailored extensive programs that can be additionally accredited by leading bodies and business schools in areas such as strategy management, organisational effectiveness, leading change, leading innovation, business agility and leadership best practice such as motivating teams, giving feedback and performance management.

Our executive coaching develops success, excellence and high performance. Our corporate coaching programs empower your employees and leaders to discover new pathways, generate ideas and accelerate their leadership intelligence resulting into improved role satisfaction, performance and organisational excellence.

### Training Workshops

We are very particular about assuring that our various learning activities fit the culture of your business, align with your overarching strategic and corporate objectives and address a business or employee need. This ensures that the training is impactful and value-adding and enables your employees to learn in an engaged and meaningful manner that will transfer to the workplace. We have developed our own training methodology which underpins all our high impact workshops on vital soft skills and the latest business skills.

We provide single to multi-day training workshops and master-classes in areas such as innovation, communication, presentation, collaboration, sales, customer service and workplace effectiveness such as planning, lean and agile.

## ORGANISATIONAL EFFECTIVENESS

### Change Management

We specialise in the people side of change management and help steer your employees through various change scenarios ranging from project specific change to complex transformational change. We approach each change scenario with great sensitivity and insight to be able to design the most effective roadmap for change. Through our trusted change methodologies, we empower your leaders and employees to transform mindsets and behaviours to create sustainable change.

### Strategic Planning

We take a practical approach to strategic planning to ensure that your organisation and employees are fully engaged in realising the new strategy and its desired results. Through strategic planning workshops we ensure that a detailed vision of the future is created, strategic drivers, actions and measures are identified and core capabilities in strategy delivery are developed. Our expert change management team support you on the ground and coach your leadership team through kick-starting and successfully delivering the strategy implementation. This enables you to focus your leadership efforts and engage your employees around strategic activities that will result in measurable progress and success.

### Operational Improvement

We help to maximise value for your customers whilst reducing operational inefficiencies in your organisation through process improvement and lean initiatives spanning across your entire value stream. Throughout the process and enabled by our change management capabilities, we create increased employee engagement and empower your teams to solve problems, seek out further inefficiencies and continuously improve their work practices.

## Connect with us

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