



Corporate Soft Skills
Training & Development Partner

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Corporate Soft Skills Training & Development Partner

- Empowering Organizations
 - Developing Leaders
 - Transforming Teams

(Online /Offline/International)
on shelf & customized trainings

Cairo, Egypt



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TRAINER

Dina Saeed's Bio

• International Life Coach • Trainer • Public Speaker

Highlights:

- Selected by UNESCO to represent Egyptian & Arab youth
- Completed 70+ certifications across leadership, psychology & communication
- Delivered programs for banks, multinationals, universities & governmental institutions
- Expert in leadership, communication, customer experience & emotional intelligence

Core Expertise

- Leadership
- Communication
- Emotional Intelligence
- Personal Development
- Customer Experience
- Team Building
- Behavioral Change



******Note:** We can also provide various Professional trainers, life coaches, and we also organize corporate trips upon request



OUR VALUED CLIENTS WHOM WE WORKED WITH:

Corporate Clients that we had worked with before:

- UNESCO
- Housing & Development Bank
- Egyptian Banking Institute
- Samsung International Nordic Countries Call Center
- Verizon International Call Center
- Teleperformance International Call Center
- Vodafone International Call Center
- Amazon International Call Center
- Domina Coral Bay 5 stars Resorts & Hotels
- International Schools of Kenana
- International Schools of Memphis
- El-Sewedy Academy
- Bankers Group
- Ain Shams University
- Cairo University
- Berlitz International Company
- Real Estate Cairo Brokers
- Plus various other corporates



ABOUT US

We help organizations unlock human potential by improving communication, leadership, teamwork, and emotional intelligence.

Our Mission

To empower companies through high-impact training that transforms people and strengthens workplace culture.

Our Vision

To be the most trusted soft skills training partner for leading organizations in the region.

Our Values

Growth • Impact • Excellence • Integrity • Human Development



Who We Are?

A corporate training foundation specializing in soft skills, leadership development, communication mastery, customer experience, and organizational culture enhancement.

Who We Serve?

Banks · Oil & Gas · Telecom · Customer Service · Call Centers · Hotels · Multinationals · International Schools · Universities

What We Offer?

Soft skills training · Leadership development · Communication mastery · Customer experience programs · Sales & negotiation · Team development · Customized workshops

Why Companies Choose Us?

- ✓ Highly interactive training employees enjoy
- ✓ Real-world application
- ✓ Immediate behavioral improvement
- ✓ Proven success with major organizations



OUR TRAINING METHODOLOGY

Our training is practical, interactive,
and psychologically grounded.

Training Style:

- Role-plays
- Case studies
- Group work
- Coaching techniques
- Behavioral assessments
- Real corporate scenarios

Our 4-Step Framework:

- 1) Discover — Identify true skill gaps
- 2) Design — Build a customized program
- 3) Deliver — Facilitate interactive sessions
- 4) Develop — Provide follow-up reinforcement

PROGRAMS FOR JUNIOR EMPLOYEES

<u>Essential for: Entry-Level & Junior Staff:</u>	
Course Code	Course Title Title
A1	Communication Skills Basics
A2	Customer Service Fundamentals
A3	Time & Priority Management
A4	Stress Management Essentials
A5	Problem-Solving & Critical Thinking
A6	Professional Business Etiquette
A7	Teamwork & Collaboration
A8	Introduction to Emotional Intelligence
A9	Handling Negative Emotions
A10	Memory Enhancement Techniques
A11	Creative Thinking & Mind Mapping
A12	Self-Confidence & Self-Awareness
A13	Customer Satisfaction Essentials
<u>Ideal for:</u> Call center staff, junior employees, front liners, fresh graduates.	



PROGRAMS FOR MIDDLE MANAGEMENT

Essential for: Supervisors, Senior Associates & Team Leaders:

Course Code	Course Title Title
B1	Managerial Foundations
B2	Effective Delegation
B3	High-Impact Communication
B4	Conflict Resolution
B5	Coaching & Mentoring Skills
B6	Giving Feedback That Drives Performance
B7	Team Motivation & Engagement
B8	Persuasion & Influence Skills
B9	Problem-Solving for Leaders
B10	Building Accountability & Ownership
B11	Emotional Agility for Leaders
B12	Leading Hybrid & Remote Teams
B13	Presentation Skills & Storytelling
B14	Cross-Functional Collaboration
B15	Customer Experience Leadership

Ideal for: Team leaders, supervisors, coordinators, assistant managers.

PROGRAMS FOR UPPER MANAGEMENT

Essential for Senior Leadership & Executive Development:

Course Code	Course Title Title
C1	Executive Leadership Presence
C2	Strategic Leadership & Decision-Making
C3	Transformational Leadership
C4	Leading Through Change & Uncertainty
C5	Crisis Leadership
C6	High-Performance Culture Building
C7	Negotiating with Impact (Advanced)
C8	Executive Influence & Communication
C9	Trust & Organizational Credibility
C10	Coaching High-Performance Teams
C11	Building Resilient Organizations
C12	Strategic Thinking for Senior Leaders
C13	Executive Emotional Intelligence
C14	Cross-Cultural Leadership

Ideal for: Managers, directors, senior leaders, heads of departments, C-level.

CUSTOMIZED PROGRAMS UPON YOUR REQUEST:

<u>Course Code</u>	<u>Course Title</u>
D1	English Language Learning:
Beginner	A1 Level
	A2 Level
Advanced	B1 Level
	B2 Level
Native	C1 Level
	C2 Level
D2	Leadership & Management:
	Resilient Leadership-Team Development -Emotional Intelligence-Strategic Thinking- Coaching Skills- Leading Change-Influence Without Authority- Conflict Management.....etc
D3	Communication & Influence:
	Communication Mastery- Presentation Skills- Storytelling- Negotiation Skills- Conflict Management-Time Management- Stress Management-Growth Mindset- Advanced Negotiation Skills-etc
D4	Customer Service & Call Center:
	Personal-Calls-Chat (Sales/Marketing/Branding)
E1	Customized Employees' Trips
H1	Free Style upon our Meeting Requests



BY THE END OF OUR PROGRAMS:

Junior participants will:

- Communicate clearly and professionally with customers and colleagues
- Manage time, tasks, and priorities more effectively
- Handle workplace pressure and negative emotions constructively
- Improve teamwork and contribute positively to group tasks
- Demonstrate proper etiquette and professional behavior
- Apply problem-solving and critical thinking in daily tasks
- Strengthen self-confidence and emotional awareness
- Improve customer satisfaction through practical service skills

Middle Management participants will:

- Lead teams with clarity, empathy, and accountability
- Delegate tasks effectively and manage performance
- Resolve conflicts constructively and maintain team harmony
- Give feedback that drives productivity and behavior change
- Motivate teams and maintain consistent engagement
- Communicate with influence across departments
- Coach team members for higher performance
- Manage hybrid/remote teams with confidence
- Strengthen customer experience at a leadership level



UPPER MANAGEMENT **PARTICIPANTS WILL:**

- Strengthen executive presence and strategic influence
- Make stronger decisions in complex and uncertain environments
- Lead transformation and change with vision and clarity
- Navigate crises with resilience and confidence
- Create high-performance cultures
- Drive organizational trust, credibility, and alignment
- Lead cross-cultural and multi-generational teams
- Coach senior teams for sustained performance
- Build resilient, future-ready organizations
- Be able to lead through change & uncertainty

Executive Leadership Core:

- Executive Leadership Presence
- Strategic Leadership & Decision-Making
- Transformational Leadership
- Leading Through Change & Uncertainty
- Crisis Leadership



CONTACT & NEXT STEPS

Next Steps:

- Book a discovery call
- Request a customized proposal
 - Invite us for a presentation
 - Build your L&D plan with us

Let's Develop Your Teams Together

Cairo, Egypt



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