



**Flexible Solutions to ALL your
Business Needs!**

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About us

R&D is a result of *Corporate Social Responsibility* partnership between a [ORTEC](#), Dutch based Software Company, and [RBD Consultancy](#); the mother company of R&D. With the desire to *connect talented Ethiopian professionals to the rest of the world*, the partnership resulted in setting up a private limited company under the Ethiopian commercial law. Since our inception, we have continuously and succeeded to becoming a respected Center of Excellence in various business arena. We help organizations increase their efficiency and business performance by providing exceptional management, operation and system expertise through *management trainings, HR consultancy, IT trainings, (offshore) Outsourcing and private sector development*.

R&D is involved in providing cutting-edge business solutions to companies geared towards increasing their efficiency and business performance. Our philosophy emphasizes our major strength – our extensive network in the international and local experts who are able to provide the best quality. Unlike many service providers that depend on limited knowledge of own employees, R&D's Unique Selling Point is gained by our ability to play a 'spin in the web' role whereby we connect and partner with different experts who specialize in specific fields. We work with multiple international and local professionals who we recruit based on their proven track record on the international and local market. Our experts are unrivalled in their fields; allowing them to offer the next generation methodologies, which is enabled by their clear vision of the industry and its requirements and consists of a set of proven, revolutionary and practical approach.

With over 100 employees, we provide our customers with a complete *full scale, cost effective and efficient HR and business solutions tailored* to the client's specific needs. We help our clients prepare and adapt for continued growth by providing *high quality business solutions, creating operational efficiencies and implementing strong business intelligence* in the area such as *restructurings, integration, downsizing, ICT, outsourcing and training*. Many organizations, including but not limited to, Synergos, Ethiopian Ministry of Agriculture, Heineken, Cordaid, ORTEC, BGI, Blue Moon, Wilmar and Coca-Cola have trusted our service to run multiple training and consultancy projects.

R&D is one of the first institutions to become Business Edge® certified training provider in Ethiopia. [Business Edge®](#), an IFC-World Bank Innovation of a standardized training regime that is geared towards developing the capacities of employees of companies. Business Edge training programs are designed based on adult learning strategies that have led to their worldwide acclaim. R&D has 14 certified trainers (both international and local) in its disposal, two of which are certified training quality assessors. In the last years, R&D has run numerous Business Edge trainings and custom made in-company training to multiple SMEs and corporates.

Our team is trained to adapt practical methodologies aiming to tackle practical business challenges in different parts of the organization we work with. Through modern approach, we are able to prepare and adapt our standard services to guarantee continued growth by providing high quality solutions. Since we understand the fact that, businesses require a practical, end-to-end, business process solution, we and our partners offer a range of training and consultancy solutions in different fields. Having wide network to access local and international experts in different fields, we will be able to deploying our knowledge and solutions as to enable our customers achieve considerable knowledge in diverse organizational areas.

Our Consultancy Services

We help organizations overcome challenges related to HR strategy, structure and service delivery model. By focusing on building, strengthening and improving the capabilities of HR functions, we will be able to help you accelerate your organizational success. In partnership with your executives, our experienced HR experts will help you shape the strategic axes of your organizational priorities and goals in the following areas.

Job descriptions & Positions Specifications

As an HR expert company, we are of opinion that current and comprehensive job description is an effective management tool for communicating job requirements and performance standards to employees. We offer customized job descriptions and person specifications (what kind of person fits into the job description?).

We help organizations define their job description clearly so that new employees are well-introduced to their jobs and are aided in their on-the-job training. Organizations can use these formalized job descriptions to evaluate job performance by helping to compare an employee's actual performance with the set standards deemed relevant to their tasks and responsibilities. Based on the job descriptions and person specifications, managers and supervisors will get standardized guidelines to hire, promote and supervise with maximum effectiveness.

Performance Appraisal

Designing and implementing successful performance management systems are essential to manage and align all of an organization's resources in order to achieve highest possible performance. We help organizations develop and implement the best performance and appraisal system which will make them not only preferred employer but also competitive in their industry. Our experienced consultants will help managers and supervisors employ a professional performance management system to evaluate the job performance of any employee. They will install a performance and appraisal program tailored to the specific needs of our customer.

Managers will be enabled to provide an ongoing process for evaluating job performance and providing constructive feedback (standardized for the whole organization) to their subordinates. By acknowledging the contribution of employees to the organizational success and setting specific goals for defined period, the performance appraisal system will result in high employee satisfaction/motivation, higher productivity, and lower staff turnover – which all are key to organizational growth. Organizations can contact us for creating effective performance management policies and procedures, conducting employee and management/supervisory training and coaching and developing customized (standardized) appraisal forms.

Change Management

In this globalized world with ever demanding customers, organisations are forced to continuously evolve and change in order to succeed. The traditional approach to help people master the ability to manage changes through training is insufficient to achieve strategic goals effectively. There is always a need to develop your employees to manage changes, but a greater need to have a change expert help them develop particular set of tools, skills, methods and techniques. Our expert change management consultants will enable you implement desired change through integrated and comprehensive approach, adapted to your business environment.

Executive Coaching

The success of any organization depends on the ability of their leaders to work effectively with others and become visionary leaders who motivate, inspire, and encourage their subordinates. But what many organizations forget is the necessity of constructive feedback for their top management teams to become a better leader on which the organization can count on to improve and build success.

Our coaching program is designed with the knowledge that leaders can better contribute to their organizational success if their role is rewarding and aligns with their personal core values. Comprising a team of local and foreign HR professional and career coaches, we are committed to delivering best practice solutions that lift up the management team to the next level. Focused on organizational performance and development, we deliver executives and managers with a personalized, one-on-one coaching program which helps leaders evaluate their strength and opportunities in a constructive way. Through this program our experts will be able to develop those leadership and interpersonal skills essential for effective executive and managerial performance.

Outplacement

In this recent and revolving world, organizations are sometimes forced to lay off employees for different reasons. However, in a country like Ethiopia where the labour union has strong existence whereby employees have more power over employer, it is of great importance that companies predefine what actions to take when/if they need to fire employees. Our outplacement program is designed to assist employees of our customers who have been victimized by layoff so that their career transition is made easier. Not only leads a well-designed outplacement program minimizes fears in the workplace, but also will the employer be protected from endless court cases in relation to labour law.

Our team will work intensively with your ex-employees to further help them make the right career path through custom-made training, coaching and counselling.

Employee engagement and Satisfaction Survey

Performing employee engagement and satisfaction survey should be the back-bone of all parts of human resource management facets. Engaged employees are emotionally attached to their organization and highly involved in their job with a great enthusiasm for the success of their employer, going extra mile beyond the employment contractual agreement. In most cases however, with the best intention, executives are mostly involved in the day to day operation of the organization and sometimes fail to create a two-way communication with employees. In most cases, the bigger the organization gets the higher need for employee disengagement. If the human resource team does not frequently assess level of engagement and satisfaction, employees fail to fully engage themselves in their job in the response to mismanagement.

We help you design and perform employee engagement and satisfaction survey as to help you improve based on their feedback.

Management Traineeship

Organizations should always strive towards recruiting the best people, training and developing existing employees, retaining top talents and growing future leaders of the organization. While most of our program covers employee retention and developing existing employees, our talent management program is designed to introduced the concept of traineeship program to the Ethiopian market. In a country where there is fierce completion to get the best employees with the right soft skills, organizations have to develop their own talent development programs for fresh graduates who will be equipped with the right organizational culture and soft skills necessary to become change agents. Our professionals can develop customized program which will allow our customers become a place where leaders of the future are attracted to.

Human Resource Development Strategy

There is proven fact that employee satisfaction is directly related to their ability to develop themselves. In a country as Ethiopia, where is great level of employee turnover among high-potentials and the continuous competitor increase, organizations should design the right atmosphere for employees to feel engaged, developed and satisfied. An effective Human Resource Development (HRD) strategy should therefore be vital part of Human Resource Management. Together your HR team we can help you design framework for helping your employees develop their personal and organizational skills, knowledge, and abilities.

While employee training is the most used HRD strategy, there are multiple programs that can help you develop most superior workforce so that organization and individual employees can accomplish their work goals in service to your customers. We can help you design proper performance management and development systems, coaching, mentoring, succession planning, talent management system, and internal or external training.