

ARAMEX Aramex provides comprehensive logistics and transportation solutions. Aramex management—including Corporate HR Manager Andera Kassisieh, Manager of CEO Operations Reem Khouri, HR Consultant Musa Anz, and Chief Operating Officer Iyad Kamal—believe that students in the Arab countries need to be encouraged to be problem solvers and not just solution implementers. Aramex today is a publicly traded company on the Dubai Financial Market (DFM: ARMX), employing more than 8,600 people in over 310 locations around the globe, and it has an alliance network with worldwide presence. Finally, the company has a global support office (GSO) in Amman that provides strategic and technical support to the stations around the world, ensuring consistency in the quality of operations and services. Aramex is also the first company in the region to release an audited sustainability report that outlines its commitments to key stakeholders—communities, customers, employees, business partners, investors, and the environment. This lean, flat business model enhances effectiveness and responsiveness to the diverse local environments, where stations operate as local companies while maintaining a unified global brand. To ensure this, the station security team in conjunction with the HR department conducts departmental and job-specific training to either coach newcomers or update existing skills. All newly hired couriers undergo safe-driving awareness training sessions as part of their basic training, in which they are accompanied and evaluated by a senior courier before taking full responsibility for their assigned area. Aramex management understands that their role is to equip their employees with a set of skills and the support they need to be flexible, allowing them to continuously tackle the evolving challenges in a changing environment. Country managers and cross-functional country-based 'Aramex teams' are assigned to this coherent network to offer coordination of all Aramex services on a per-customer basis. Discuss the form and content of two training courses that would enhance students' capacities to create, find new solutions and ways of doing things, and mobilize teams to create the desired change. In your recommendations, explain how you would assist employees to move up the ladder, growing from operational jobs to handling different managerial positions and responsibilities. Aramex employees are encouraged to innovate, be creative, and take risks and decisions that will translate into new products, services, and opportunities. Despite an increase in the number of stations in 2009, the number of reported accidents per million shipments has decreased significantly. Aramex also ensures that all staff members take part, at a minimum, in bi-annual evacuation safety training at all of its strategy. A number of selected staff also undergo specified first aid and fire-fighting training to combat emergencies that might arise. Write a one-page outline listing three or four recommendations you would make with respect to Aramex's career development program. Established in 1982 as an express operator, the company rapidly transformed itself into a global brand. The company has a flat organization and continuously encourages its people to be innovative, be decision makers, and create their own opportunities within the organization. This strategy of promoting has resulted in many employees moving up the ladder, growing into and handling different positions and responsibilities where needed. The model also promotes collaborative decision making within a common business development. Aramex management is structured by type of service and by geographical location. This team culture creates a collaborative decision-making atmosphere based on trust, respect, and a quest for shared goals. Aramex aims to prevent incidents and the company strives for a 'zero'

incident/ accident standard at its facilities.2 Develop a 10-question structured interview form that Aramex HR managers can use to interview potential country managers. Imagine you're a manager at Aramex in Dubai, and the company is sending you on a one-year expatriation to its GSO in Amman. Aramex's top management think students in the Arab countries need too be problem solvers, not just solution implementers. Aramex's decision-making structure is based on a decentralized model, where each region is empowered to make decisions. An internal team audits each property on a yearly basis to ensure that it complies with the high safety and security standards set. Each main service line and geographical area is assigned a Chief Executive Officer (CEO). If procedures and processes are amended, then the necessary safety training must be taught as well. The key ideas in these questions should involve teamwork, innovation, risk taking, and decision making. What type of training would be suitable to develop such student competencies? facilities.3.4