



أمدي

unlocking human potential

## SHAPING AN EFFECTIVE TEAM

# Bank Muscat

In September 2021, Outward Bound Oman's Muscat Training Centre welcomed 2 groups from various departments at Bank Muscat.

The 37 employees, both males and females, are in the early years of their employment. With our experienced and highly trained team of instructors, the one day course inside our fully equipped training centre was designed and delivered to embed Bank Muscat core values and work ethics, and develop specific areas such as accountability, innovation and customer focus.



### COURSE OBJECTIVES

- Developing staff's awareness of customer focus.
- Introducing staff to the importance of work ethics and how to apply them in the workplace, and taking accountability for your actions.
- Raising staff's awareness of the importance of acting professional with peers, superiors & customers.
- Improving staff's ability to assume responsibilities with a high sense of integrity.

At the course end, participants were asked to complete a feedback form. The following percentages are the sum of **Strongly Agree** and **Agree** answers by participants to the given phrases:

I now understand the core behaviours and attitudes needed to perform professionally as a team

I am more able to work and cooperate with other people more effectively

I am more aware of the importance and manifestation of work ethics in the workplace

I have a better understanding of the customer's experience and its impact

I am more likely to assume responsibility within my workplace with a high sense of integrity

I understand the importance of living by Bank Muscat values in all aspects of our work

*"The team building activities were the best part. I've learned new ways that improves the way I listen to my coworkers."*

**Farah Al Raisi**



**100%**

*"I will recommend this course as its very helpful through developing personalities and other aspects of team work."*

**Mohammed Al Hassni**

**97%**

**100%**

**100%**

*"It changed the way I view things and helped me open up and feel more comfortable."*

**Ghaida Al Araiimi**

**100%**

**100%**

*"Helped me a lot in how to test grounds of many situations that life throws at us and helped me deal with my social anxiety"*

**Ahmed Al Ruzeiqi**



**ORGANIZATION  
IS DIFFERENT  
YOUR EMPLOYEES  
ARE DIFFERENT**

**...SO IS  
OUTWARD BOUND OMAN**

To find out what we can do for you, call us on **24272556** or email: [maha@outwardboundoman.com](mailto:maha@outwardboundoman.com)



**أمدى**

unlocking human potential

