

**Who we
are?**



Your Growth Agency!

iSkala is a premier learning, development, company with an elite team, providing exceptional expertise in analyzing, designing, and implementing customized Learning and Development Programs.

With a dynamic agile and systemic process, our team provides scientific and metrics-focused solutions.

Our Offering



Learning & Development



Business Development as a service



Customer Experience



Process

In this phase, we set goals, objectives, key metrics, design processes, and set up strategies and tactics. That shall support solving the problem statement and reach the business objectives.



Explore



Change

In this phase the main objective is to get a clear understanding of the various interrelated factors of the challenge and get ready to start designing strategies in the next phase.

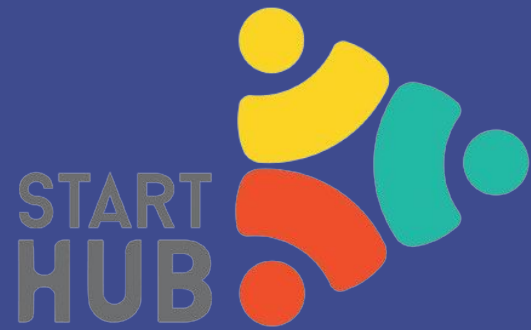


Create

At this stage, we shall link every goal we want to reach with the current status and also link with action items. Then work side by side with the implementation stakeholders and ensure flawless execution.

Notable Clients





Project Duration: 4 Years
Stakeholders: M3mal, Local & International Donors.

Skills used:

- # Entrepreneurship workshops
- # Training need analysis
- # Learning & Development
- # Business Coaching

Scope

Start Hub is a pre-incubation entrepreneurship program powered by M3mal and sponsored by international donors like Hivos impact investment, Intelligent capital and the US Embassy.

Solution

Learning partner designing, delivering the entrepreneurs learning journey through a duration of one month/round.

Impact

- Graduated early stage 100 entrepreneurs 10% successfully made it to incubator/accelerators programs
- 5% received seed funding at later stages

Scope

Problem Statement: Increase in number of complaints out of the front liners. And pattern of complaints received against a certain team leader.

Solution

Conducted TNA resulting in some training & non-training needs.

- Training needs: Business Writing, Customer Experience, Communication skills etc ...
- Non-training needs: One-on-one coaching & people management mentorship.
- Designed & delivered a training plan that was implemented through 6 month time

Impact

- 25% decrease in the number of complaints within



Project Duration: 6 Months

Stakeholders: Manager

HR Skills used:

- # Training Need Analysis
- # Market research workshop
- # Coaching
- # 360 Feedback
- # Customer Experience Workshop

مغاربي



MAGRABI

Project Duration: 1 Year

Stakeholders: Magarbi Board

Skills used:

- # Market research
- # System Thinking
- # Scenario Planning
- # Change Management
- # BPO best practice
- # Learning & Development

Scope

Call center end to end 360° consultation assessing: all the day-to-day operational activities, Structure, KPIs, Tools/Technologies and process design and improvement.

Solution

Developed a detailed plan with a roadmap for implementing the recommended scenario of change to enhance the quality of customer experience, reduce abandoned calls and maintain world class level of service.

Impact

- Uplifting call center efficiency by 65%
- Unifying booking experience by centralizing call center in a focal site