

RALS ACADEMY · PRIVATE CORPORATE TRAINING

One Team: Team Development & Collaboration

Work across departments as one team.

Is each department doing its part while customers still face delays, gaps or conflicting messages? Practical activities and business simulations help colleagues understand one another, coordinate around a shared outcome and make better business decisions.



Actual photograph · Rehan with a client audience

Maximum 10

Per private group

One-day workshop

Recommended in person

Refresh pack included

Optional 90-day support

Led by Rehan Arif

Former Hilti Marketing Director and Executive Management Team member. Twelve years across customer-facing work, sales leadership, global Learning & Development and marketing.

Participant feedback

5/5 Overall workshop value · Reynaers team-development workshop.

“An engaging experience that fostered team cohesion and strengthened collaboration.”

Participant feedback about the specific session - not a guarantee of future results.

HANDS-ON EXPERIENCES · CLEAR WORKPLACE CONNECTIONS

Know the people. Coordinate the work.

01 · Team chemistry & inclusion

Colleagues stay in their own circles—and hesitate to ask each other for help.

Skills and experience matter, but capable people can still feel disconnected. When colleagues are reluctant to reach out, share a difficulty or cover for one another, the team misses the support and coordination that shared business targets require.



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LEADERSHIP SHIELD

How to work with me

Use drawings and a few words to share:

01 · Beyond work

What do you enjoy?
What gives you energy?

02 · What I bring

What strength or experience does the team rely on?

03 · At my best

What helps you do your best work?

04 · Working with me

How should colleagues approach, support or challenge you?

Actual workshop photograph · Readable recreation of the activity prompts

How we address it

Understand the colleague behind the role.

Participants create a “Leadership Shield”, interview a colleague and introduce that person to the room. They discover interests, strengths and working preferences, and practise listening without assumptions.

Take into work: clearer ways to approach, support and constructively challenge one another.

02 · Ownership across departments

Responsibilities stop at departmental boundaries.

The task moves to another department and responsibility seems to stop. Nobody checks whether the next team has what it needs, or helps resolve a visible risk. Individual tasks get completed, but the customer’s outcome can still be delayed or missed.



Actual workshop activity

How we address it

See why even a simple task needs the whole team.

In the Pipeline Challenge, participants transfer a ball from one point to another. Different rounds reveal how departmental restrictions and poor coordination make that simple task difficult. They then connect the lesson to their own work.

Take into work: check what the next team needs, raise risks early and stay involved until the shared outcome is confirmed.

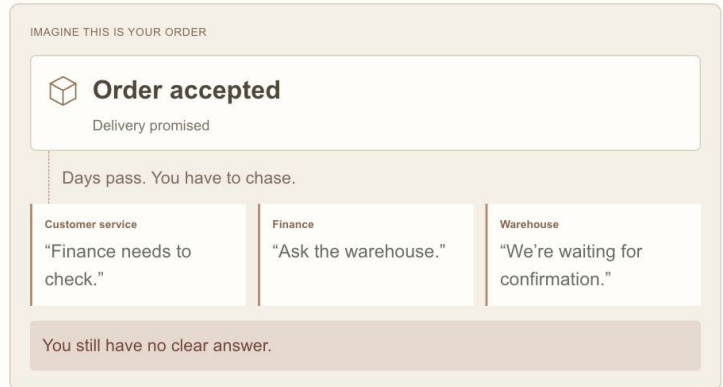
HANDS-ON EXPERIENCES · CLEAR WORKPLACE CONNECTIONS

See the whole customer experience - and the whole business return.

03 · The customer's experience

Customers receive internal explanations instead of one clear answer.

Customers get drawn into internal conversations and receive different explanations from different departments. They chase progress while the issue moves around the company. Copying more people replaces a clear decision, a coordinated update and follow-through.



Illustrative shopping scenario—not an actual retailer's communication

How we address it

Experience the frustration as the customer.

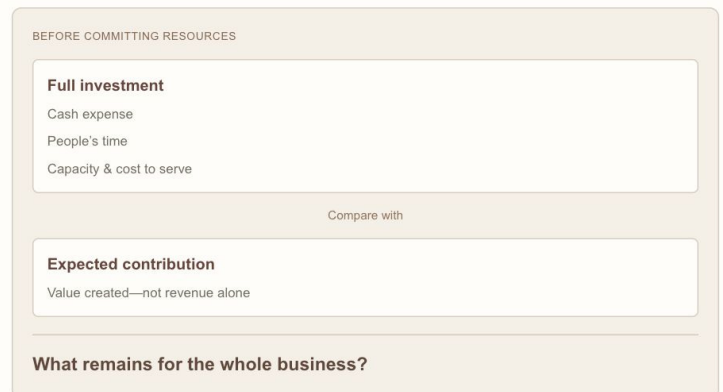
Participants follow an interactive shopping experience with delays, late checks and conflicting replies. They judge it as customers before reflecting on similar patterns in their own company.

Take into work: one coordinated customer update, clear next steps and continued ownership. Where escalation is needed, bring options and a recommendation.

04 · Business acumen

Business decisions miss hidden costs and the company's overall return.

Visible revenue or a department's target can dominate the decision while less-visible costs are missed. Time, specialist capacity and the other work that must wait all affect the company's return. A busy department is not necessarily creating the best business outcome.



Illustrative decision guide

How we address it

Investigate the costs and return before deciding.

ROI Detective gives teams a business opportunity to assess. They uncover missing information, identify hidden costs and reconsider their decision using expected contribution and resource trade-offs.

Take into work: a shared way to evaluate decisions such as attending an event, allocating capacity or proposing additional manpower.

Examples and decision depth are adapted to the group's responsibilities.

REFRESH · APPLY · SHARE EXPERIENCES

Repeat the same learning rhythm. Let the real stories change.

Within one week, the refresh pack reconnects your team with the key lessons through their own workshop photographs.

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One Team in everyday work



Your workshop. Your examples.

Your refresh & reinforcement pack

- Key learning recap with workshop photographs.
- Guidance for a monthly experience exchange.
- Evidence tracker and rotating-champion guidance.
- Prompts for successful and difficult attempts.

Illustrative pack preview · Workshop photograph is real

Use the same routine. Let the real stories change.

1 Apply and submit an example.

Participants record what happened, how they worked across departments and what they learned. These examples become the meeting's pre-work.

2 Select two useful stories.

Review the submitted examples and choose cases that help the team learn—not just the most successful ones.

3 Present, discuss and learn.

Colleagues present their stories. The team explores what helped, what got in the way and how the workshop's behaviours apply.

4 Agree what to repeat or improve.

Choose a specific action to practise in normal work, then bring fresh examples to the next exchange.

Your leaders can run this routine with the included pack. Or choose Rehan-facilitated support ↗

Optional Rehan-facilitated support

Four two-hour experience exchanges over 90 days: Weeks 2, 5, 9 and 12. Before each, Rehan reads the submitted pre-work and meets management briefly to select two useful stories. Participants present; Rehan guides the discussion and helps agree an action to carry into daily work. These are not four new training modules.

START WITH LEADERSHIP

Build a shared culture across the organisation.

WHO THIS PROGRAMME IS FOR

For a company-wide culture change, start with senior leaders, then carry the same collaboration and decision-making principles into manager and team cohorts. Adapt the examples and decision depth to each group.

Participant profile

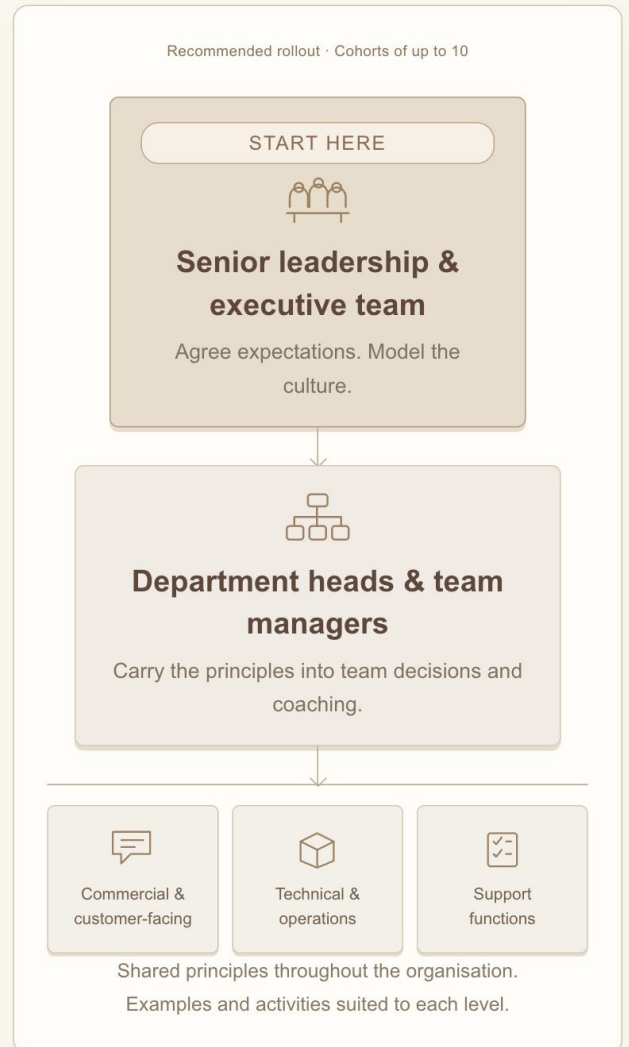
- **Senior leadership and executive teams** who want to set a shared culture of collaboration, customer ownership and sound business decisions.
- **Department heads and first-line managers** who need colleagues to coordinate beyond their own function and take responsibility for the overall outcome.
- **Cross-functional teams** whose work depends on one another and who want stronger chemistry, clearer ownership and fewer departmental barriers.

The aim is an ownership mindset at every level: understand colleagues, raise cross-departmental risks and consider the business impact of your actions—within your role and authority.

Informed by Rehan's corporate experience

A 2023 IMD account describes how Hilti's regular behavioural workshops connect corporate-level priorities with team and individual reflection.

[Read IMD's account of Hilti's approach](#)



Connection is the starting point. Shared work makes it useful.

Rehan saw colleagues reach out, support each other and cover for teammates after Leadership Shield and Lifeline sessions. He saw stronger business results over time, with chemistry as one contributing factor alongside skills, coaching and execution - not the sole cause. A 2022 meta-analysis by Grossman and colleagues found stronger cohesion-performance relationships for shared-work and observable team behaviours than social closeness alone. This is research association, not evidence of a particular result from this workshop.

Optional evening add-on: Lifeline

Each person draws key life moments on a graph and explains their story in a relaxed setting, such as around a campfire where practical. Allow about 30-40 minutes each. Sharing is voluntary; participants choose what to disclose. Group size, setting and timing are agreed and quoted separately.

CHOOSE WHO FACILITATES THE FOLLOW-UP

The same workshop and pack. Two support options.

Private corporate training · Up to 10 people · In person · Fees exclude VAT.

Rehan facilitates the follow-up

Workshop & 90-day facilitated support

The same workshop and pack, plus four facilitated exchanges to practise the same behaviours through fresh examples.

✓ Included 01 · Leadership diagnostic  2–3 hours About 1 week before Rehan meets senior leadership to diagnose the key pain points and design the workshop around them.	✓ Included 02 · Hands-on workshop  One day In person Up to 10 Facilitator-guided activities, team discussion and printed materials.	✓ Included 03 · Refresh & application pack  Within 1 week Your workshop photos and key lessons Learning recap, evidence tracker, champion guidance and monthly exchange routine.	✓ Included 04 · Rehan-facilitated reviews W2 W5 W9 W12 4 × 2-hour sessions Weeks 2, 5, 9 and 12: repeat the same story-review routine. Rehan reviews pre-work, selects two cases with management and facilitates learning from them.	Workshop + facilitated support AED 40,000 Per private group · Up to 10 Excludes VAT
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Your leaders facilitate the follow-up

Workshop & refresh pack

Everything your team needs to refresh the learning and run its experience-exchange routine internally.

✓ Included 01 · Leadership diagnostic  2–3 hours About 1 week before Rehan meets senior leadership to diagnose the key pain points and design the workshop around them.	✓ Included 02 · Hands-on workshop  One day In person Up to 10 Facilitator-guided activities, team discussion and printed materials.	✓ Included 03 · Refresh & application pack  Within 1 week Your workshop photos and key lessons Learning recap, evidence tracker, champion guidance and monthly exchange routine.	Not included 04 · Rehan-facilitated reviews W2 W5 W9 W12 4 × 2-hour sessions Your leaders use the pack to run the same experience-exchange routine internally; no RALS-facilitated follow-up sessions.	In-person workshop AED 30,000 Per private group · Up to 10 Excludes VAT
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What the difference covers

The additional AED 10,000 covers four two-hour facilitated sessions - not access to the refresh pack. Both packages include the leadership diagnostic, one-day workshop, printed activity materials and refresh pack. Venue, catering and travel are confirmed separately where needed. Company-wide rollout, additional cohorts and the optional Lifeline evening activity are separately scoped.

LEADERSHIP EXPERIENCE YOU CAN APPLY

Connect collaboration to the decisions leaders actually face.

MEET YOUR FACILITATOR

Leadership experience—from frontline teams to executive management.

Rehan brings experience leading people directly, influencing across dotted-line relationships and contributing as an executive management team member. That helps him connect collaboration and business-acumen discussions with the decisions leaders actually face.



Rehan in the workshop room

Direct team leadership

Customer Service Team
Leader, followed by two years
as Area Sales Manager.



Leadership through influence

Learning Business Partner at
Hilti headquarters and regional
trade management across the
Middle East, Türkiye and Africa
—leading through dotted-line
relationships.

Executive management

Marketing Director for Hilti
Saudi Arabia and executive
management team member.

In Learning & Development, he designed learning journeys for new sales managers and facilitated training. His approach combines that learning-design experience with practical insight into customer-facing work, cross-functional decisions and leading teams.

Building on Talent



Executive Business Education at IMD's Lausanne campus, complemented by the facilitation, coaching and leadership credentials shown above.

01 Customer-facing work

Understand the reality of the customer conversation.

ROLES REHAN HAS HELD

**Service Sales Engineer ·
Customer Service Representative
· Upper Account Manager**

Experience with technical solutions, phone conversations and field selling keeps the practice connected to the situations customer-facing teams encounter.

02 Team leadership

Connect individual skills with how the team works.

ROLES REHAN HAS HELD

**Customer Service Team Leader ·
Area Sales Manager**

Direct team leadership and field coaching inform the discussions on ownership, collaboration, manager support and applying learning after training.

03 Headquarters L&D

Build a journey—not just deliver a workshop.

ROLES REHAN HAS HELD

Learning Business Partner · Hilti headquarters, Liechtenstein

Designed the first 90-day onboarding journey for new sales managers and learning for a new sales approach—experience behind the practice and reinforcement in RALS programmes.

04 Executive management

Bring senior-level thinking into the room.

ROLES REHAN HAS HELD

**Regional Trade Manager ·
Marketing Director & Executive Management Team member**

Commercial leadership and presentations to senior decision-makers shape feedback on business value, cross-functional decisions and the questions an executive audience may ask.

International education & professional development

Electrical Engineering, AUS

American University of Sharjah · Honours

Executive business education

Building on Talent · IMD, Lausanne

Facilitation

Association for Talent Development

Executive coach training

ILM · Zurich

Leadership development

Center for Leadership Studies

Social learning & learning measurement

Sea Salt Learning · ROI Institute

Rehan's professional development identifies his background, not programme accreditation or endorsement by these organisations.

PRACTICAL QUESTIONS

Let's plan the right experience for your team.

Can we arrange online or remote participation?

In-person delivery is recommended because this workshop combines physical, hands-on activities with the facilitator guiding the room. If your team needs online or hybrid participation, discuss it with Rehan during the consultation. We can explore a custom approach with an adapted activity mix and setup, rather than an identical online version.

What should we prepare for the leadership diagnostic?

Bring concrete examples of where collaboration becomes difficult: delays between departments, conflicting customer updates, decisions that stall or situations where responsibility is unclear. The senior leadership group meets Rehan for two to three hours, roughly one week before the workshop, to identify the key pain points and shape the workshop around them. This diagnostic is included in both packages.

Use examples that can be discussed appropriately without exposing unnecessary customer or employee information. The meeting format and practical arrangements are agreed in advance.

Who should attend the first workshop?

For a company-wide culture change, start with the senior leaders who set expectations and model the behaviours. Then carry the same principles into manager and team cohorts. For a specific collaboration challenge, bring together the people whose work depends on one another—not just one department in isolation.

Each workshop group is limited to 10 participants, so everyone has space to participate and discuss their real work.

Do participants need to be physically fit or share personal stories?

The aim is collaboration and reflection, not a fitness test. Tell Rehan about access, movement or participation requirements in advance so the activity choices and roles can be discussed.

Personal sharing is voluntary. The “Leadership Shield” focuses on interests, strengths and working preferences; the longer “Lifeline” personal-story activity is an optional, separately arranged evening add-on. People choose what they are comfortable sharing.

How do we keep the learning visible—and see whether behaviour is changing?

Use the included refresh pack to reconnect with the key lessons through your own workshop photographs. Then use the evidence tracker and monthly experience exchange to discuss real examples: what happened, how colleagues worked together, what changed and what to try next.

Agree the behaviours you want to see during the diagnostic, and review both successful and difficult attempts. Your leaders can run the discussions internally; the supported package adds four two-hour Rehan-facilitated experience exchanges in weeks 2, 5, 9 and 12, using the same behaviours and fresh stories. Progress depends on leadership follow-through and day-to-day practice, not attendance alone.

Will the follow-up sessions introduce new training topics?

No new syllabus is planned for these sessions. Their purpose is to keep applying the One Team behaviours over 90 days. Before each session, Rehan reviews the submitted examples and meets briefly with management to select two stories. Participants present, the team discusses what worked or became difficult, and Rehan helps connect the learning to their day-to-day work.

The stories change; the routine and agreed behaviours stay consistent. Any need for separate training can be discussed as a different scope.

START WITH A CONVERSATION

Let's work out what you actually need.

A free, 45-minute online consultation with Rehan. Discuss your challenges, priorities and the right scope. No obligation to buy.

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Sharjah Research, Technology and Innovation Park

Sharjah, UAE · Meetings by arrangement