



HUMAN CAPITAL & OD PROGRAM

NOK LEARNING HUB

Organizational Development (OD) Masterclass

Systems Thinking, Diagnostics, High-Leverage Interventions & ROI

16 HOURS | 2 DAYS



ABOUT AMR ISMAIL

Amr Ismail is a Talent and Organizational Development professional with experience across multiple industries, focusing on learning, performance, and organizational growth.

He has experience in role analysis, skills frameworks, performance processes, learning design, employee integration, and workforce planning.

His work focuses on employee experience, cultural change, and leadership development, helping organizations build stronger and more effective teams.

He also explores digital learning, AI applications, and performance analytics to support agile, high-performing, and people-centered workplaces.



THE CORE IDEA

"Fixing the system, not just the symptoms."

Day 1: OD Identity, Systems Thinking & Diagnostics

Day 2: : Interventions, Change & Business Impact

THE GAP

Organizations often struggle with:

- Treating symptoms instead of root causes
- OD teams becoming order-takers
- Resistance to change and poor execution
- Difficulty measuring intervention impact and ROI

THE TRANSFORMATION

From: Reactive problem-solving
To: Systems thinking

From: Order-taking
To: Strategic consulting

From: Unstructured change
To: High-leverage interventions

From: Untracked initiatives
To: Measurable business impact

DAY 1 DETAILS: OD IDENTITY, SYSTEMS THINKING, AND DIAGNOSTICS

1 | **Decoding OD**

2 | **Roles &
Engagement**

3 | **Systems &
Complexity**

4 | **Diagnostics &
Feedback**

DAY 2 DETAILS: HIGH-LEVERAGE INTERVENTIONS, CHANGE, AND IMPACT

5

**Intervention
Design**

7

**Culture &
Resistance**

6

**Performance &
Leverage**

8

**ROI &
Sustainability**

PARTICIPANT OUTCOMES

Participants will be able to:

- Diagnose organizational issues at the root
- Apply systems thinking to complex challenges
- Design effective OD interventions
- Manage change and resistance
- Connect talent and performance to strategy
- Measure business impact and ROI



BUSINESS IMPACT

Build stronger organizational capabilities through:

Agility

Respond faster to organizational complexity.

Efficiency

Reduce process waste and improve performance.

Culture

Strengthen psychological safety and change readiness.

Strategic Execution

Connect people, performance, and business goals.



CONTACT US

Empowering People · Strengthening Capabilities · Driving Performance

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