

## **Mr. Mostafa Abu Lebdeh's Success Story**

*Mr. Abu Lebdeh is narrating his own story.*

“Before I became a member in the Professional Community, I was in conflict with the general management in the company I work for. They were asking me to develop the administrative and human resources systems, but I did not respond to their request, thinking at that time - and to the best of my knowledge - that I was already implementing high quality systems in my HR department, which in turn closed my eyes to the fact that I needed to develop and update my knowledge in the HR field. My position as a result was weakened. Furthermore, my capabilities in developing the HR department were not up to the general management's expectations.

This situation remained the same until early 2009 when I joined the first Executive Roundtable (ERT) entitled "Leadership Skills" of SABEQ's Professional Communities. As we moved on in the sessions of this roundtable, I became aware and was alerted to a flaw in the process that I ran the HR department. This discovery made me willing and determined to do whatever I can to build my capacity in the HR field and to develop and upgrade the HR system in my department. So I decided to enroll in all HR ERTs and seize the opportunity of what is being offered to me in order to gain new and professional skills, and as an overall result, to become a change leader. I knew then what the general management meant by what they were asking me to do and seeking to achieve.

Late 2009, every head of each department was requested to do a presentation about the needs and development sought for in his department. And that was the time that I seized the opportunity to present my case and my improved capabilities and skills in the HR field to the general management. That presentation was the starting point for me to get all the support needed from the management to implement the best international practices in my HR department.

The situation was not that easy though. I had to face the challenge of resistance for change from leaders and some staff in the company where they started to spread rumors that the new system would be a failure. However, I did my best to contain those who were against “change” by logically illustrating the benefits and the positive, quantitative outcomes of the new system. I also involved them in the process of building it. All in all, it took me two months to convince them with the new system!

Early this year, we signed an agreement with a consultancy firm in the HR field in order to upgrade our systems and start implementation by mid 2010.”

Mr. Mostafa is the project manager for developing the HR system at the company and he is, efficiently and professionally, building the system and directing the process step by step with the consultants.