

# TriCore Solutions Project Management Consultancy

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A specialized UAE-based partner for Organizational Development, Training Management, and Culture Building.



**TRICORE**  
SOLUTIONS FZ LLC

## THE PROBLEM WITH “CONSULTING”

Most companies treat people strategy as a disjointed list of tasks. You hire a consultant for the strategy, a training vendor for the workshops, and an event agency for the launch.

The result? High costs, fragmented messaging, and a culture that never truly sticks.

## THE TRICORE DIFFERENCE

TriCore Solutions is your end-to-end Human Capital Partner. We combine the discipline of Project Management (PMP®) and Lean Six Sigma with the empathy of Human Resources.

We act as your external L&D and OD Department, handling everything from the initial diagnostic to the delivery of leadership and workforce programmes\* and the management of culture events.

We help organizations in the UAE reduce turnover, strengthen managers, and build employee-centric workplaces.

\*through our KHDA and ACTVET-accredited partners

# MEET THE STRATEGIST

With nearly 13 years of experience, Pamela is not your typical HR consultant. She is a Project Management Professional (PMP®) and Lean Six Sigma Yellow Belt who brings an engineering mindset to “soft” HR problems.

She has led large-scale transformation projects and built training frameworks for multinational and regional organizations including General Motors, Citibank, among others.

## Her Philosophy:

“Culture isn’t magic; it’s a process. By applying project management rigor to L&D and OD, we deliver measurable ROI, not just ‘good feelings’.”



Ma. Pamela Louise B. Manzano, LSSYB, PMP®  
Founder & Managing Director

# Organizational Development



## THE ARCHITECTURE

Building the “soft infrastructure” that allows your business to scale.

## Culture & Engagement Diagnostic

Stop guessing why people are leaving. Let's look at the data.

- **The Process:** We review HR data (attrition, tenure, exit reasons), run a deep-dive pulse survey (EN/AR), and conduct segmented focus groups (Blue Collar vs White Collar).
- **The Deliverable:** A 15–25 page Diagnostic Report identifying your top priority issues and practical “Quick Wins” that can be implemented within 30–90 days.

## People Systems Engineering

The SOPs that run your company.

- **The Process:** We audit your current HR policies and processes to see where they are blocking performance or employee experience. We then design simple, employee-friendly frameworks.
- **The Deliverables:**
  - Onboarding Frameworks – structured 30/60/90-day plans by role.
  - Performance Templates – usable, non-bureaucratic forms for objective setting and reviews.
  - Recognition Frameworks – standardized routines for rewarding staff that managers can actually implement.

# Learning & Development

## THE CAPABILITY

Closing the skills gap with precision, process, and engagement.

### Manager Labs\* (The Signature Programme)

Managers are the #1 reason employees stay or leave. We train them to lead.

- **Format:** 2-3 hour intensive, behavior-based sprints.
- **Topics:** Effective 1:1s, Feedback Without Demotivating, Psychological Safety, Difficult Conversations, and Delegation.
- **Deliverables:** Practical “Script Cards” and tools that managers can use the very next day in real conversations with their teams.

### Micro-Learning Studios (The “Sticky” Knowledge)

For the bottom-line workforce: bite-sized, engaging, and impossible to forget.

- **Concept:** Traditional training binders get thrown away. We create high-impact micro-learning videos that are easily digestible and engaging.
- **Target:** Designed specifically for frontline and operational staff who need quick, practical knowledge without sitting in a classroom for hours.

### Technical Training Project Management

One vendor to manage your technical training needs.

- **Process:** We identify gaps in HSE, Engineering, ICT, or Operations. We then source and coordinate accredited partners to deliver the technical training.
- **Value:** You get one project manager to align technical training with your culture and performance goals, from start to finish.

### Annual L&D Partnership (Yearly renewal)

We act as your external L&D Department, one that you never knew you needed.

- **Process:** We conduct a full Training Needs Analysis (TNA), map skills gaps by role and level, and build a strategic 12-month roadmap, including soft skills, technical programs, and culture interventions.
- We then partner with accredited training providers to ensure the best for you.

\*We partner with KHDA and ACTVET-approved providers for training delivery to ensure compliance and the best for your company.

# Culture Building

## THE EXPERIENCE

Turning employees into ambassadors.

### The 90-Day Employee-Centric Shift

#### A rapid intervention to fix morale and turnover.

Phased-project roll out intended to jumpstart the culture shift within the organization.

**DELIVERABLE:** A “Before / After Impact Snapshot” showing visible changes in sentiment, participation, and key HR indicators.

### Survey Activation

#### Don’t let your survey results sit in a drawer.

We take your existing survey data, translate it into a simple action plan, and project-manage the response across departments.

**DELIVERABLE:** A “90-Day Activation Plan” with visible improvements for employees, so you don’t need to run a repeated survey just to hear the same complaints.



# Ready to transform your workforce?

Engagement

**71%**

of employees in the UAE  
are disengaged or actively  
disengaged at work.

Management

**70%**

of the difference in team  
engagement is driven by  
the manager.

Productivity Cost

**US\$8.8T**

The annual global cost of  
low engagement – about  
9% of world GDP.

Sources: Gallup State of the Global Workplace 2023–2024, The National (UAE)

TriCore helps organizations attack these numbers at the source: by engineering better managers, better systems, and better culture.

Start with a Culture & Engagement Diagnostic.

