







## تصميم تجارب التأهيل القيادي (الأدوار - الكفاءات - الممارسات )

منظومة التأهيل القيادي بمنظور إطار فيرست تجربة معايشة المتعلم النشطة العميقة

































• محمد بهجت مؤسس مجموعة سيجا SeGa Group الأمريكية للبحوث والتدريب والرئيس التنفيذي.

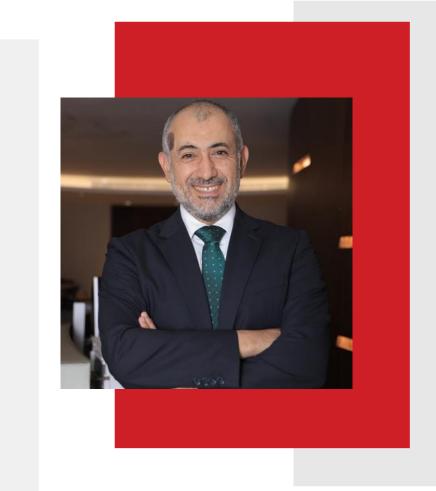
ه ومؤلف كتاب FIRST Framework والمحاضر والميسر الدولي المعتمد بمؤسسة atd الأمريكية.

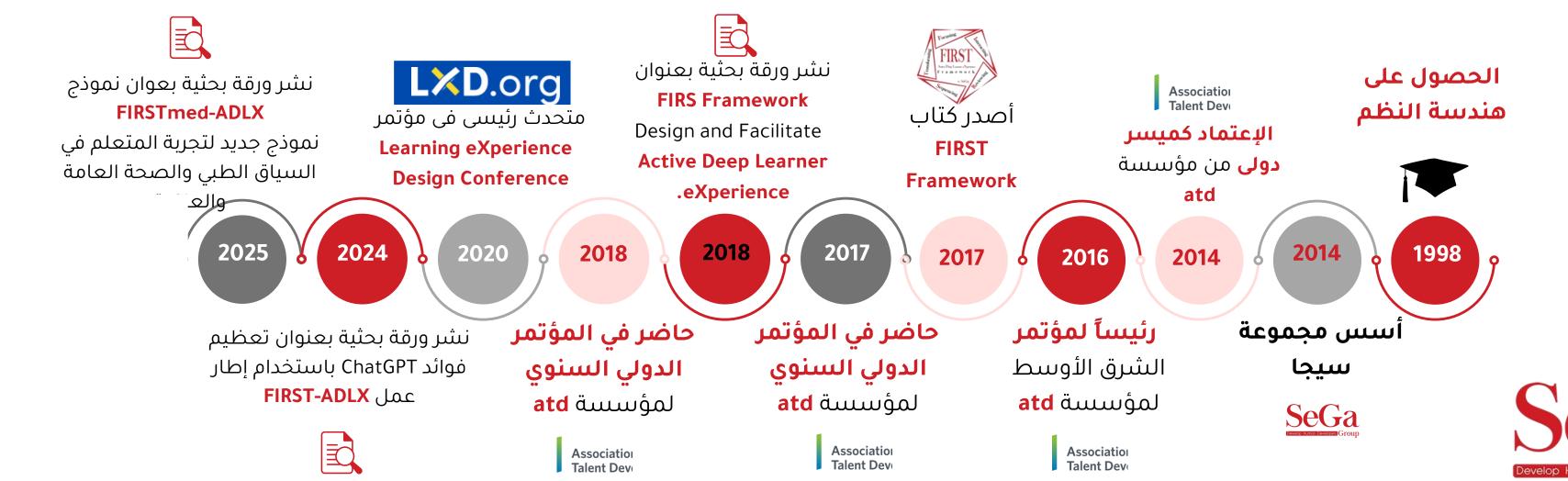
• يعمل في مجال التدريب والتعليم منذ أكثر من عشرين سنة تعرض خلال مسيرته لتدريب العديد من المنظمات والمؤسسات الإقليمية والدولية مكنته من العمل مع أكثر من خمسة وعشرين جنسية مختلفة حول العالم.

في عام 2014 أسس مجموعة سيجا ومقرها في الولايات المتحدة الأمريكية لتكون كيانا بحثيا يعمل في البحوث والتدريب، رسالته
 "تطوير مطوري الأفراد" باستخدام "تجربة المعايشة النشطة العميقة".

• في 2017 أصدر كتابه "FIRST Framework, 5 Domains 15 Principles: Design & Facilitate Active "Deep Learner eXperience" والذي كان موجها إلى العاملين في مجال التعليم والتدريب والميسرين والمصممين للتعرف على منهجية:

إطار فيرست وتجربة معايشة المتعلم النشطة العميقة، وأن المتعلم هو الأساس الذي ينبغي أن تُبني رحلة التعلم عليه.





# Develop Human Developers Group

من نحن؟



مجموعة سيجا



مجموعة سيجا مؤسسة عالمية ذات ريادة مجتمعية تأسست في الولايات المتحدة الأمريكية، وتستهدف العديد من دول الشرق الأوسط وآسيا وأفريقيا.

وقد قامت على ثلاثة مرتكزات أساسية:

- الرؤية العالمية Global View.
- العقلية البحثية Research-based Mindset.
  - الريادة الاجتماعية Social Enterprise.





# Develop Human Developers Group



.Active Deep Learner eXperience للمتعلم

مجموعة سيجا (SeGa Group) تهدف لأن تكون معروفة عالميًا كبيت خبرة وكيان مرجعي في منهجيات تجربة المعايشة النشطة العميقة

### مجموعة سيجا



### رسالتنا

مجموعة سيجا هي مؤسسة دولية مجتمعية تسعى إلى تعظيم الأثر المجتمعي التعليمي عن طريق تقوية مجتمعات تطوير مطوري الأفراد من خلال منهجيات تجربة المعايشة النشطة العميقة للمتعلم القائمة على البحث العلمي لتمكينه وتقوية قدراته وتوفير جودة تعليم أفضل.





# Develop Human Developers Group

قیمنا



مجموعة سيجا



I mpact

**S** ynergy

**E** excellence

**G** enuinity

**A** ccountability

الأثر

التعاضد والتآزر

التميز

الأصالة

المسؤولية

والمساءلة





### خريطة تأثيرنا حول العالم



42دولة حول العالم









































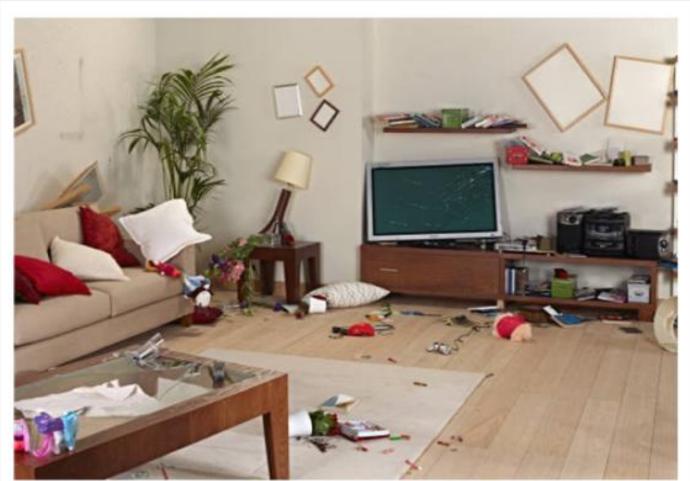














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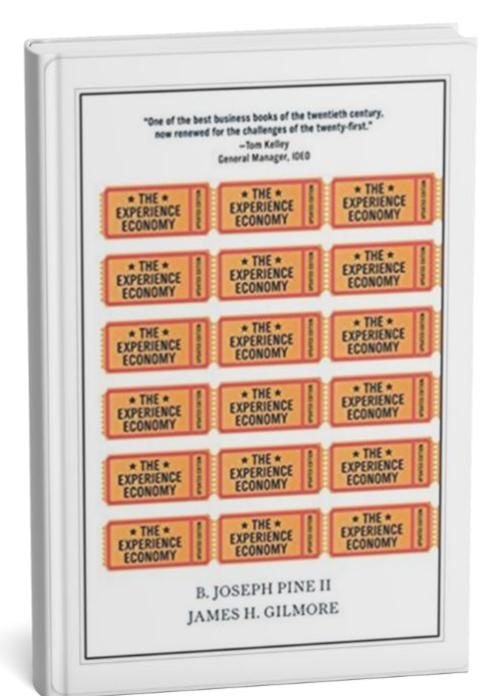


## eXperience











### تجربة المعايشة



### eXperience

) "تجربة المعايشة" في 1998يصف جوزيف باين ( كتابه. ويقول إنها موجودة فقط في عقل الفرد الذي ينخرط عاطفيا، أو جسديا، أو عقليا، أو حتى روحيا. ولذلك، لا يمكن أن يتمتع شخصان بنفس التجربة، لأن كل تجربة تنشأ من التفاعل بين الحدث وحالة الفرد

(1998باین وجیلمور)



B. Joseph Pine II is co-founder of Strategic Horizons LLP and the author of many books, including The Experience Economy, with James H. Gilmore, and Infinite Possibility: Creating

Customer Value on the Digital Frontier, with Kim C. Korn.







## تجربة المعايشة في كل مكان







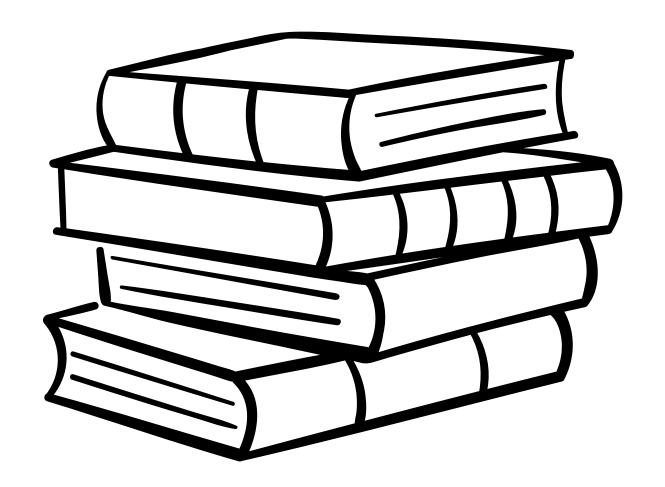






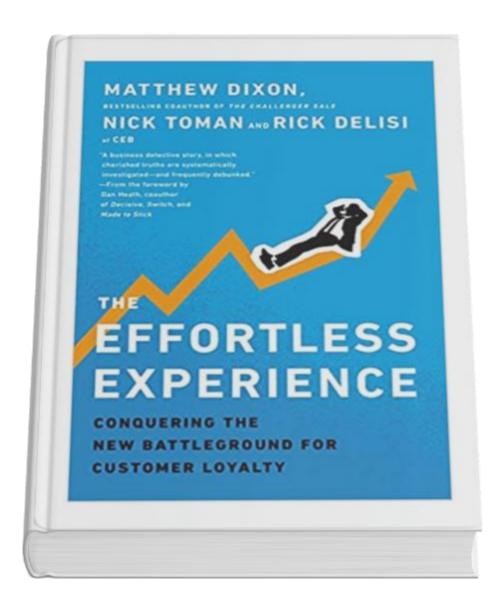


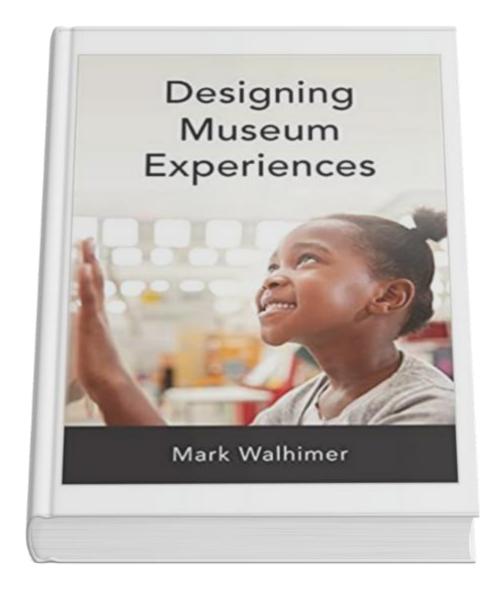


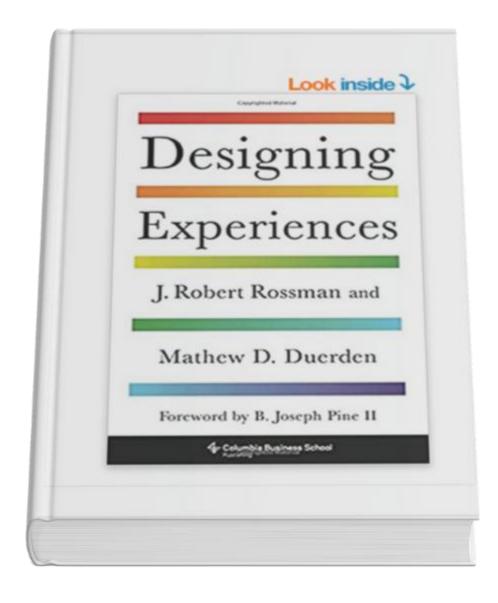






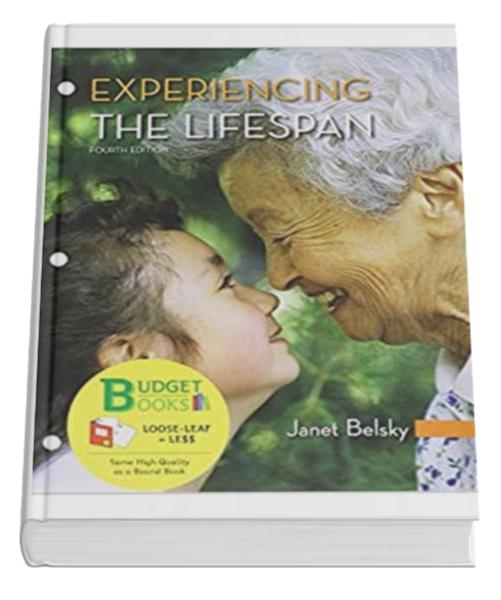


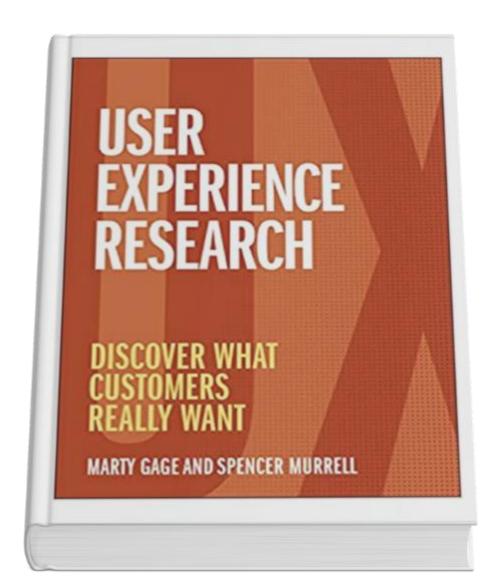


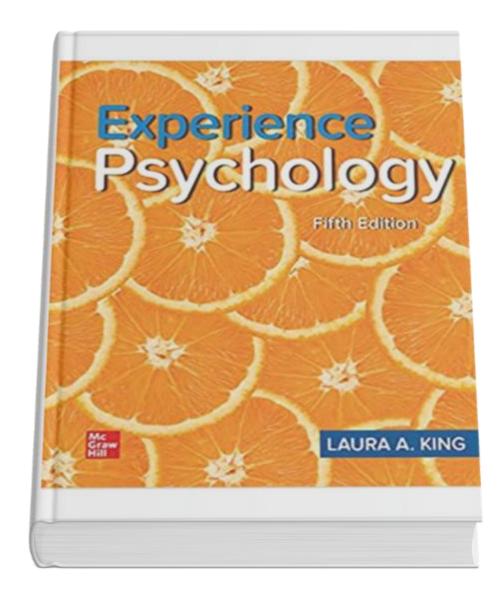






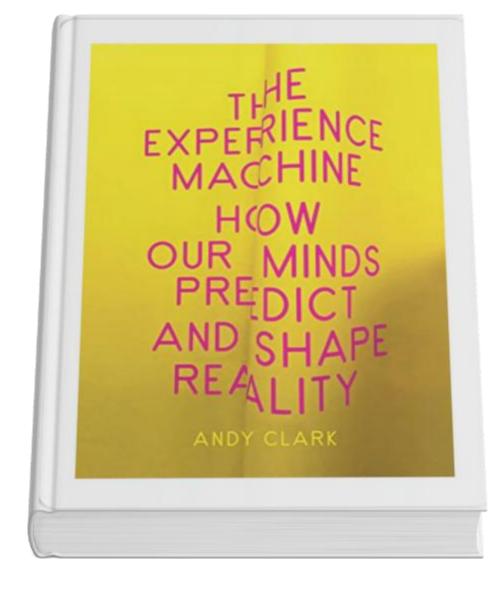


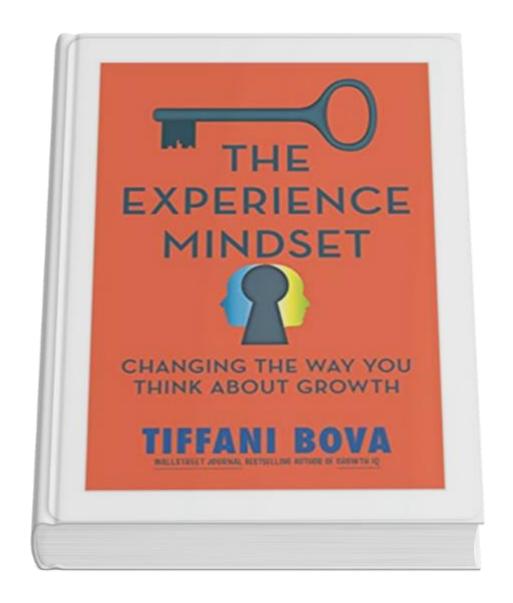


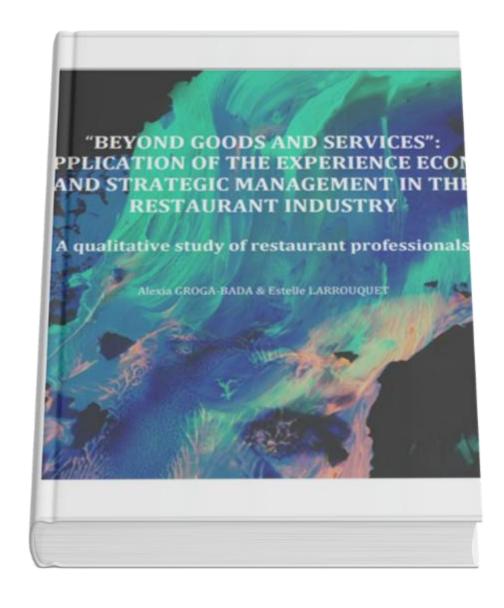






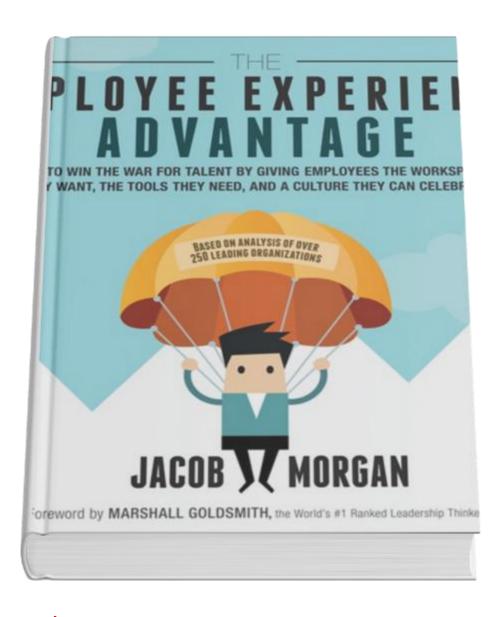


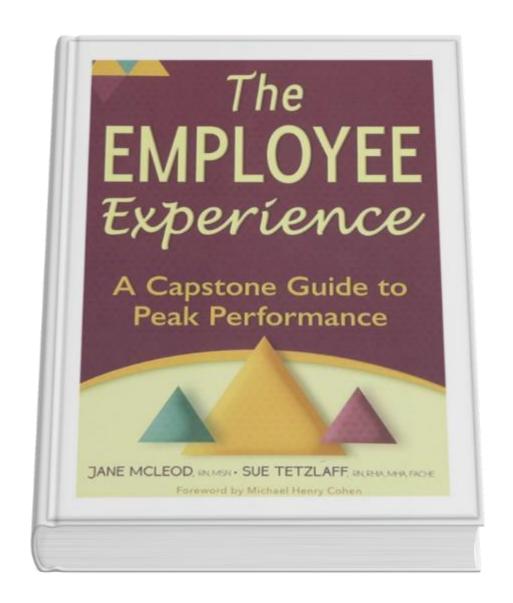


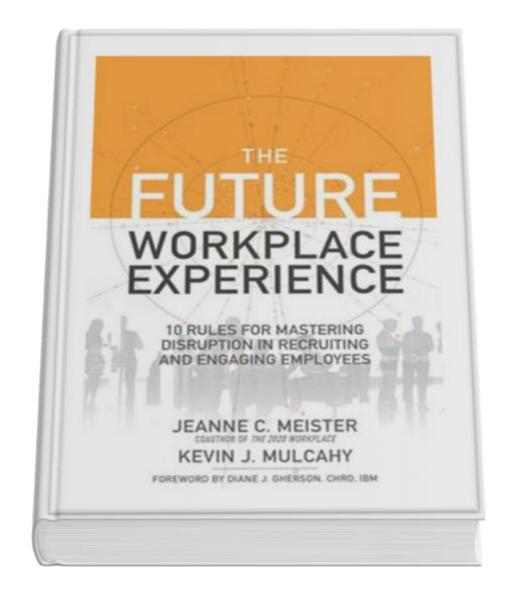








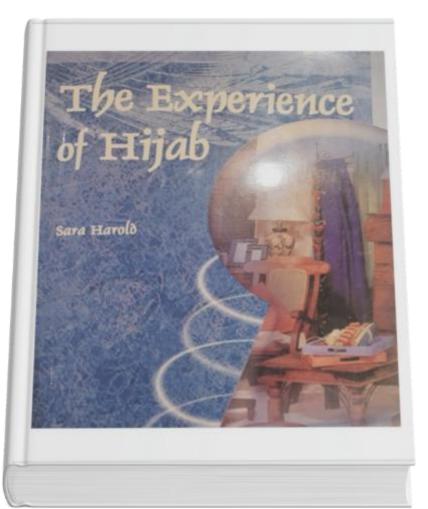


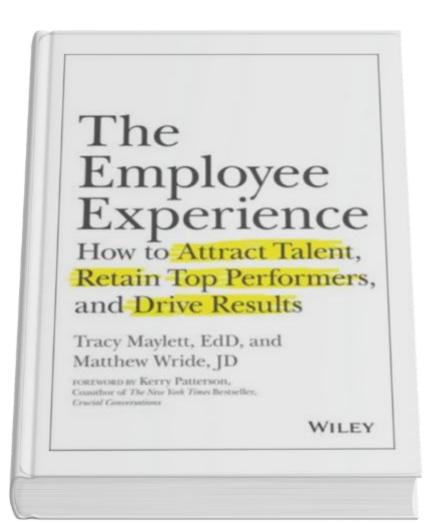




















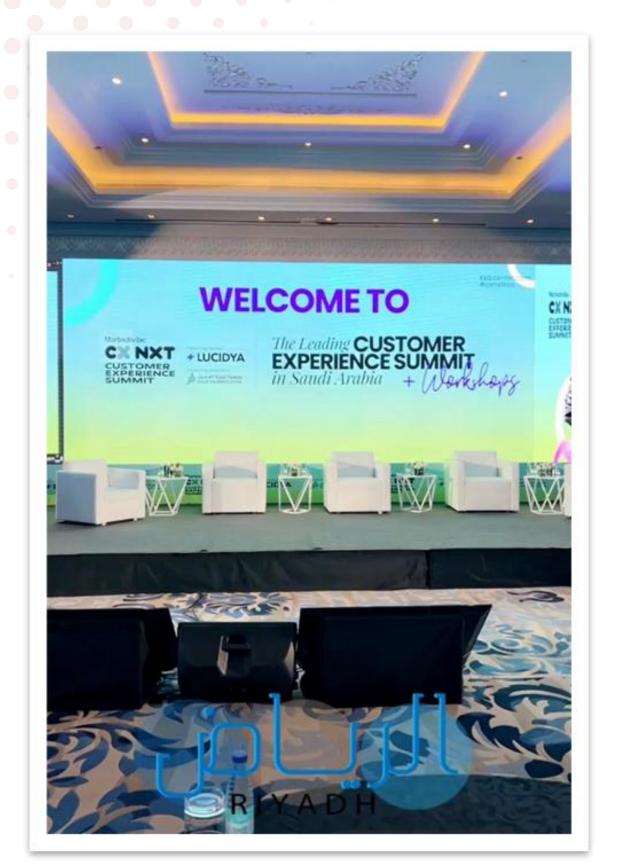
























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## اوراق بحنية











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### Do You Want to Keep Your **Customers Forever?**

by B. Joseph Pine II, Don Peppers, and Martha Rogers

From the Magazine (March-April 1995)



Customers, whether consumers or businesses, do not want more choices. They want exactly what they want-when, where, and how they want it—and technology now makes it possible for companies to give it to them. Interactive and database technology permits companies to amass huge amounts of data on individual customers' needs and preferences. And information technology and flexible manufacturing systems enable companies to customize large volumes of goods or services for individual customers at a relatively low cost. But few companies are exploiting this potential. Most managers continue to view the world through the twin lenses of mass marketing and mass production. To handle their increasingly turbulent and fragmented









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**Economic Cycles And Trends** 

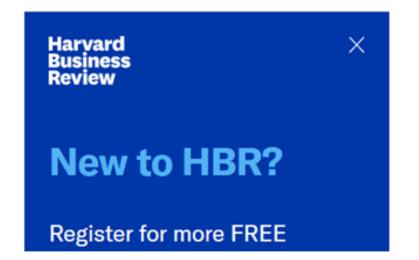
### Welcome to the Experience Economy

by B. Joseph Pine II and James H. Gilmore

From the Magazine (July-August 1998)



How do economies change? The entire history of economic progress can be recapitulated in the four-stage evolution of the birthday cake. As a vestige of the agrarian economy, mothers made birthday cakes from scratch, mixing farm commodities (flour, sugar, butter, and eggs) that together cost mere dimes. As the goods-based industrial economy advanced, moms paid a dollar or two to Betty Crocker for premixed ingredients. Later, when the service economy took hold, busy parents









### International Journal of Human Capital and Information Technology Professionals Volume 11 · Issue 2 · April-June 2020



### **Employee Experience Management:** A New Paradigm Shift in HR Thinking

Urmila Itam, REVA University, Karnataka, India Nitu Ghosh, REVA University, Karnataka, India



#### **ABSTRACT**

Experimental organizations must rebuild their people management practices in accommodating multigenerational workforces. The idea of keeping employee experience as a central theme in strategy making has a positive impact on business performance in many ways. The main purpose of this article is to explore the concept of employee experience in the current HR context and identify its drivers and key outcomes. The study considered the four-phase research process: the physical space; the human experience; and the digital realm are the three important dimensions of employee experience. Top management in association with the new HR approach to set the tone and stage for a positive employee experience, not only increases employee satisfaction and productivity, but also engages the multi-generational workforce, competitive advantage, and sustainable growth. The scope for the further study could include the quantitative testing of the developed design, in addition to looking more in depth of the antecedents and consequences of a positive employee experience.

#### KEYWORDS

Competitive Advantage, Employee Engagement, HR Practices, Multi-Generations, Sustainable Growth, Top Management

### INTRODUCTION

The employee-first approach has gained more popularity in the recent times. Organizations who believe this have experienced more dividends into the company's account. When employees have their share in the company's profits, they are more likely to put extra effort to set the stakeholders and the company in the first position. The constant change in today's workplace is witnessing the transition from physical space to the digital realm. Organizations are increasingly putting the effort







## A leader's guide to innovation in the experience economy

B. Joseph Pine II and James H. Gilmore

B. Joseph Pine II (bjp2@ strategichorizons.com) and James H. Gilmore (jimgilmore@aol.com) are the co-founders of Strategic Horizons LLP and the co-authors of The Experience Economy, Updated Edition (2011), and Authenticity: What Consumers Really Want (2007). This article is based on research for the authors' chapter "The experience economy: past, present and future," in Handbook on the Experience Economy, Jon Sundbo and Flemming Sorensen (Eds), Cheltenham, UK: Edward Elgar Publishing Ltd (2013).

In the past two decades, the economic offerings of businesses worldwide have become more intentionally experiential, a fundamental shift in the very fabric of the global economy. Experiences – commercial offerings that engage customers in memorable ways – are a distinct form of economic output, and as such hold the key to promoting future economic prosperity. Already experiences have supplanted services as the predominant economic offering in terms of US GDP, employment and actual value[1]. But increasingly, to succeed in the rapidly evolving experience economy executives must think differently about how they create economic value for their customers.

Five value-creating opportunities are likely to drive further progress in the dynamic experience economy:

- Customizing goods.
- Enhancing services.
- Charging for experiences.
- Fusing digital technology with reality.
- Transformative experiences, a promising frontier.

### Customizing goods

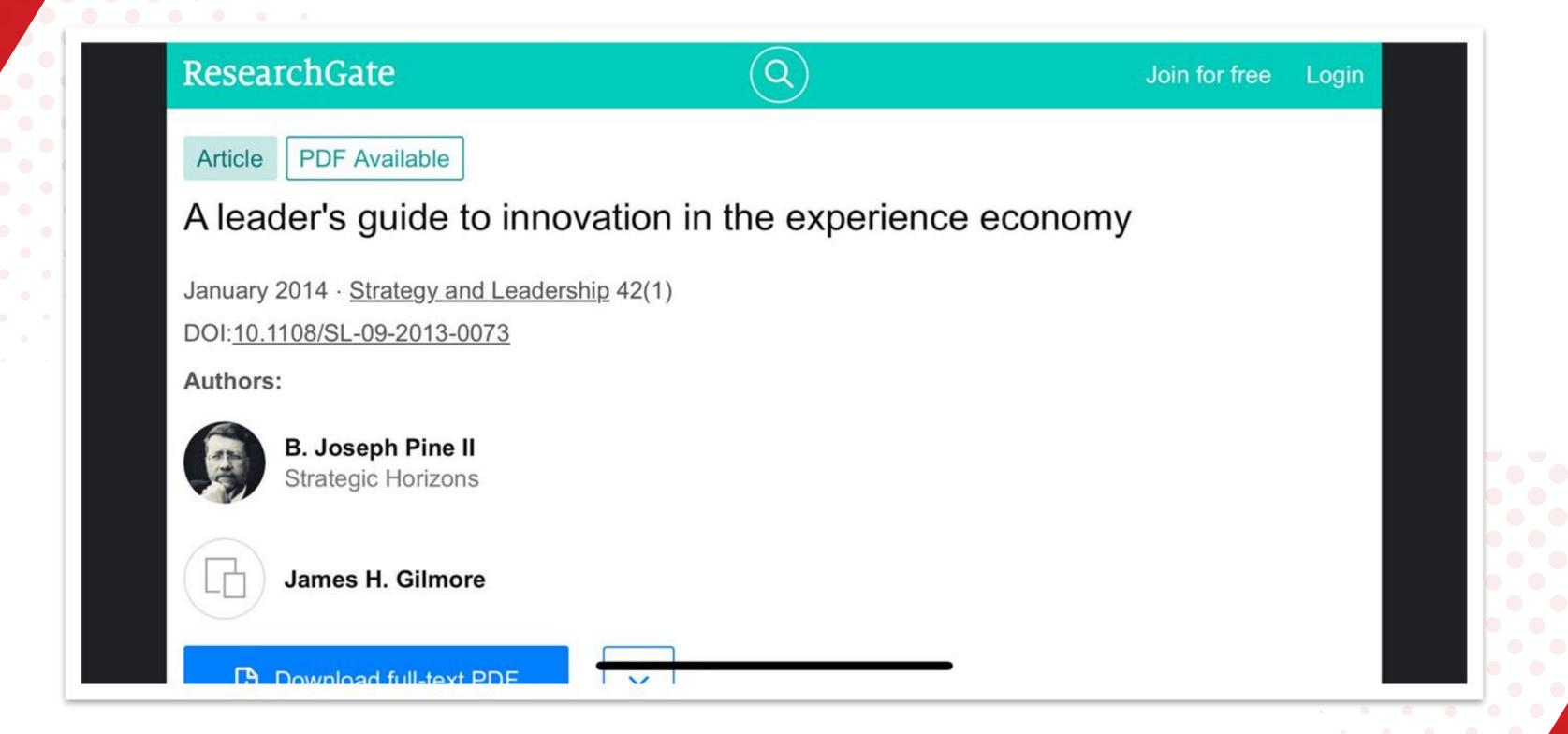
First, more offerings should be mass customized: what is needed is more innovative methods for making goods fit the individual needs of customers. Most manufacturers have ignored the opportunity to shift from mass production to mass customization methods, to replace supply chains with demand chains and to convert raw materials into goods, not as speculative inventory, but only in response to actual demand. Mass customizing is not about being everything to everybody – a surefire way to increase costs. Rather, it means

































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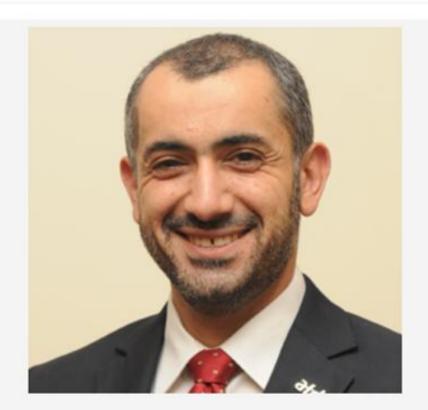
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**Mohamed Baghat** 

LX pioneer

Cairo-based Learning Experience (LX) pioneer, Mohamed Bahgatis the author of FIRST Framework and is an ATD International facilitator, who has spent 20 years educating, coaching and consulting organizations in more than 25 different countries. In 2014, Mohamed founded SeGa Group, a US based LLC in talent development with an operational office in the Middle, East SeGa. SeGa's mission is to "Develop Human Developers" in active learning, gamification and coaching. In 2017, Mohamed published FIRST Framework, 5 Domains 15 Principles To Design & Facilitate Active Deep Learner eXperience. This book is for learning professionals, facilitators and designers to acquire a new perspective and to learn a new framework where the learner is the center of the whole process. This book's introduction is by Joe Pine and Roy Pollock, who wrote The Six Disciplines of Breakthrough Learning.

















معايشة

منهج

محتوي







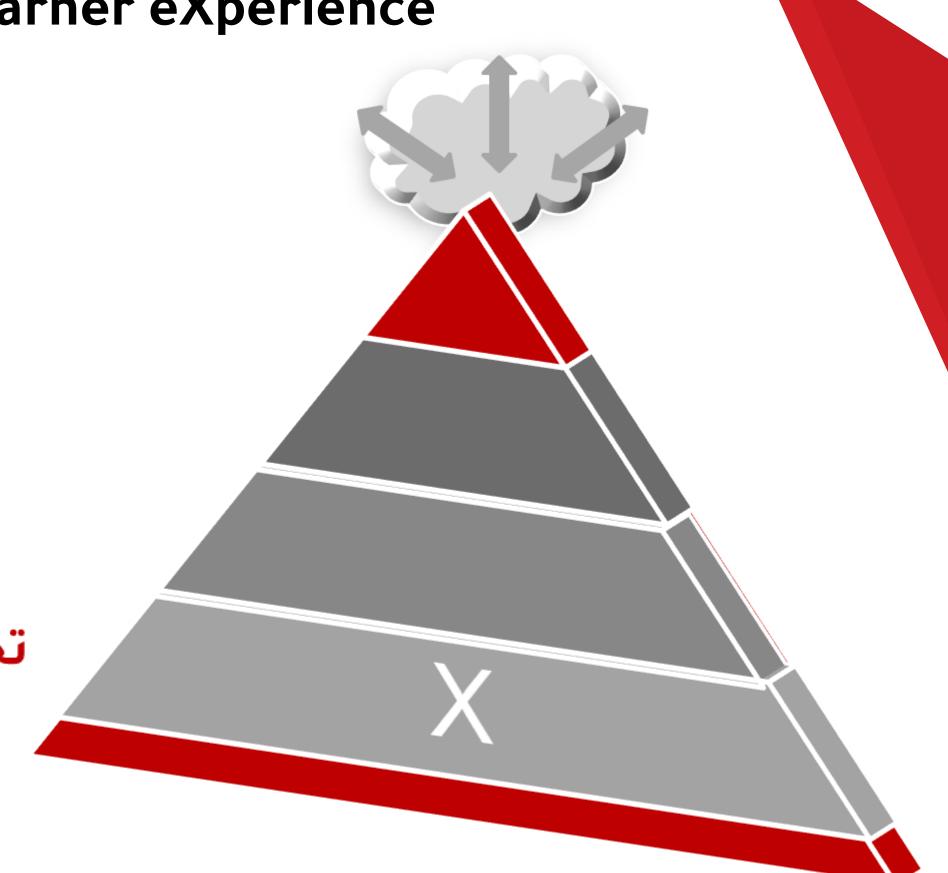
**SeGa** Pyramid of Learner eXperience





















تجربة معايشة فريدة













المدرسة









### محال ألا يكون هناك تجربة معايشة

No no











### Learner eXperience











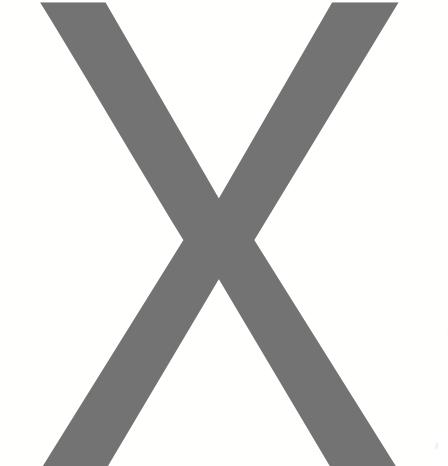
Learner eXperience

من هو المتعلم؟







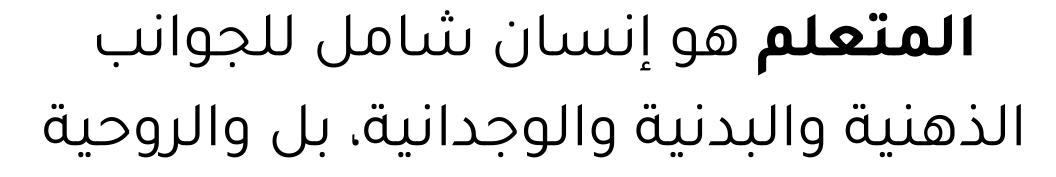






Learner eXperience



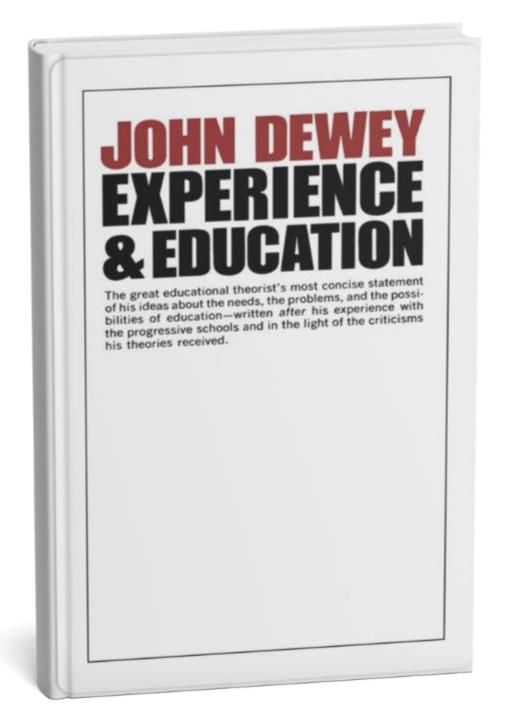








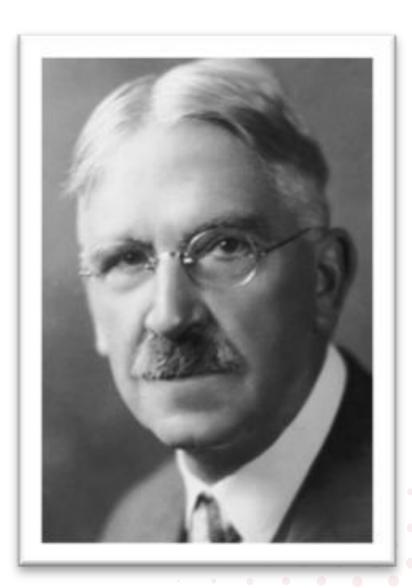






#### Learner eXperience

أول من أشار إلى مفهوم المعايشة في قطاع التعليم بشكل فلسفي ووضح مفاهيم عامة في كتابه (Experience &Education) عام 1938



John Dewey was an American philosopher, psychologist, and educational reformer. He was one of the most prominent American scholars in the first half of the twentieth century.









تُولُ النَّربية الإسلامية ( ٢)

#### Learner eXperience

كان لدكتور ماجد الكيلاني اهتمام كبير في قضية الخبرة (كما سماها) وذكر أن : الخبرة عمل و أثر, و تتألف من عنصرين : عمل و أثر. العمل الذي يقوم به الإنسان و الأثر الذي يتركه العمل في نفس الإنسان .

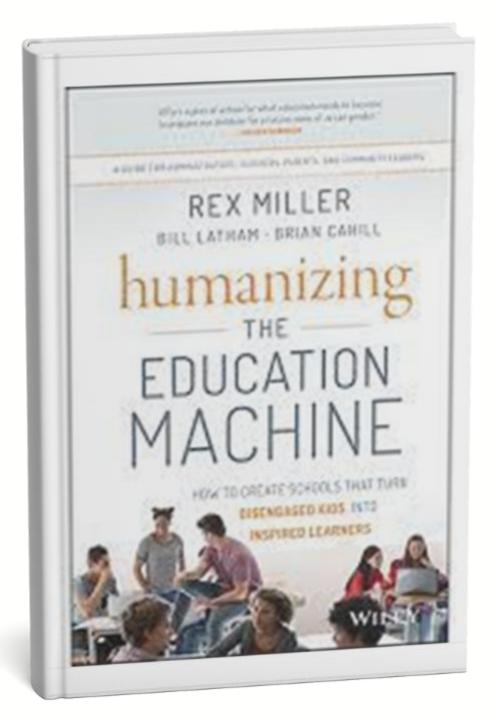
التربية التقليدية تكرس الخبرات غير المربية لأنها تصنع من رؤوس المتعلمين مستودعا لقصاصات الماضي ولا تسهم في تنمية خبرات جديدة .



مؤتمر القيادة

الدكتور ماجد عرسان الكيلاني - رحمه الله - هو أحد أهم الباحثين والمفكرين المعاصرين في مجال التربية الإسلامية. له كتب عديدة تتمحوّر حول فلسفة التربية الإسلامية منها كتاب أهداف التربية الإسلامي.





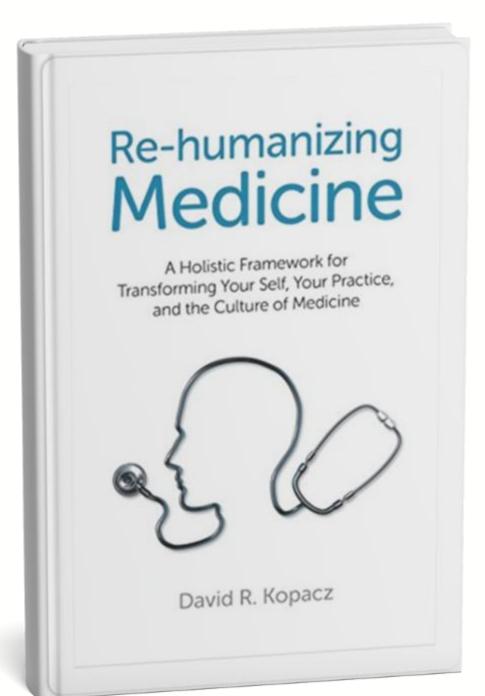




Learner eXperience











Learner eXperience







# المنعلم القائد



















النظرة الإنسانية النثياملة Whole Learner













#### Learner eXperience

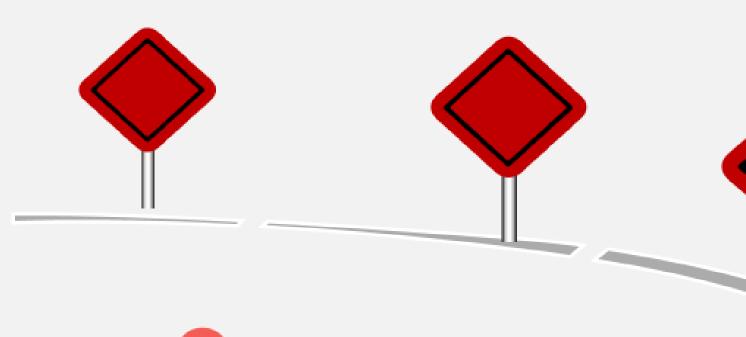
الحالة التي يعيشها ويمربها المتعلم (الإنسان الشامل) وتترك انطباعا لديه وتؤثر فيه خلال الرحلة الكلية الكاملة بما فيها من جميع نقاط التماس التي يتعرض لها المتعلم







### نقاط التماس





المديرين-الرئيس التنفيذي-الموظف

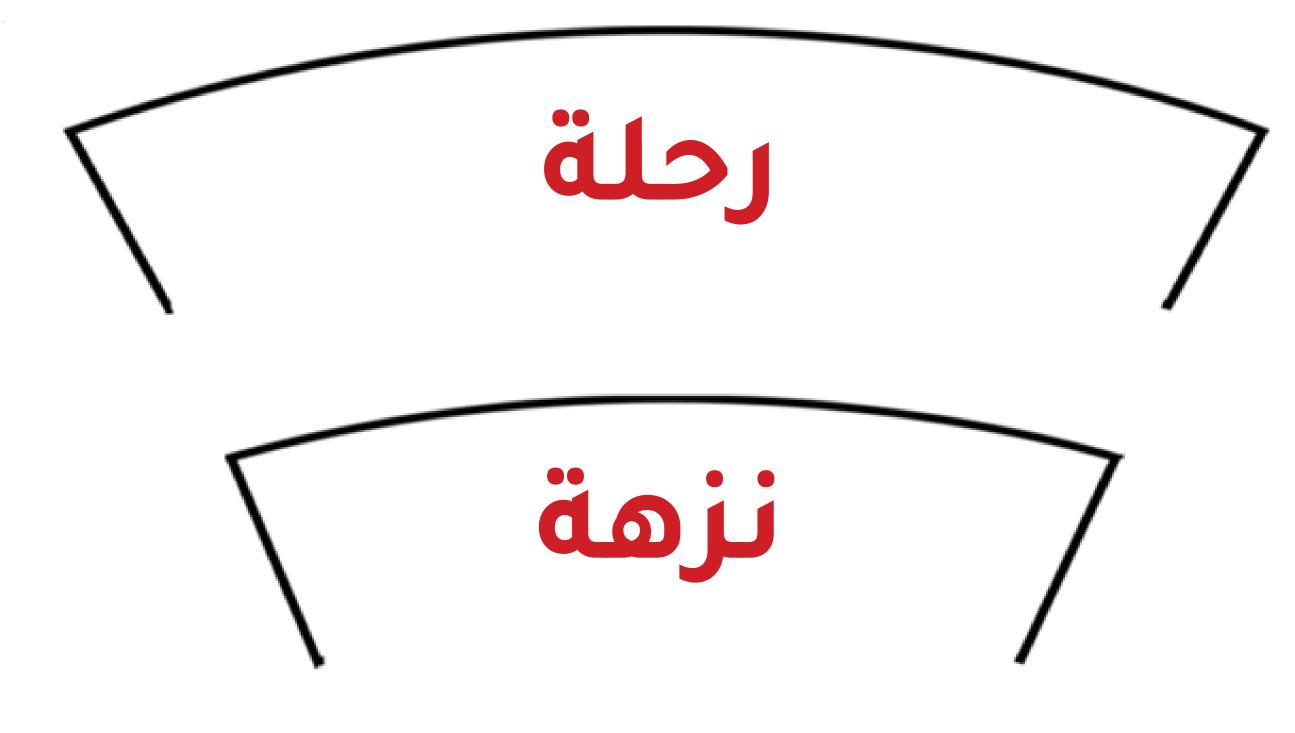




كمبيوتر - أداة - منصة



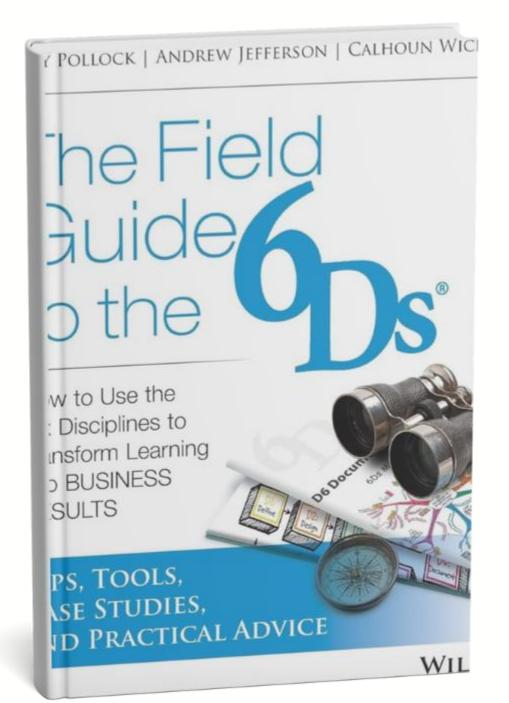














#### Learner eXperience

دكتور روي بولوك هو أول من طوّر نموذجًا لتأثير التعلم من منظور "رحلة التعلم الكاملة" وليس من خلال الجلسات التعليمية فقط، وذلك من أجل إحداث التحوّل الحقيقي في المتعلّم.



Dr. Roy Pollock is the Chief Learning Officer of The 6Ds Company and co-author of The Six Disciplines of Breakthrough Learning







**SeGa** Pyramid of Learner eXperience





eXperience تجربة المعايشة





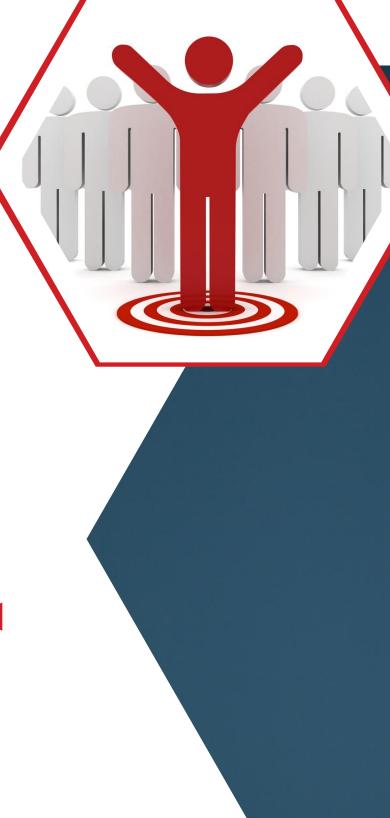




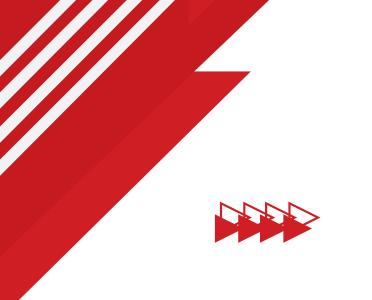




















الرحلة الكلملة

Whole Journey













### تجربة معايشة المتعلم النشطة العميقة



#### **Active Deep Learner eXperience**







التعلّم النشط هو اندماج المتعلم وتنشيطه وتفعيله في عملية التعلم



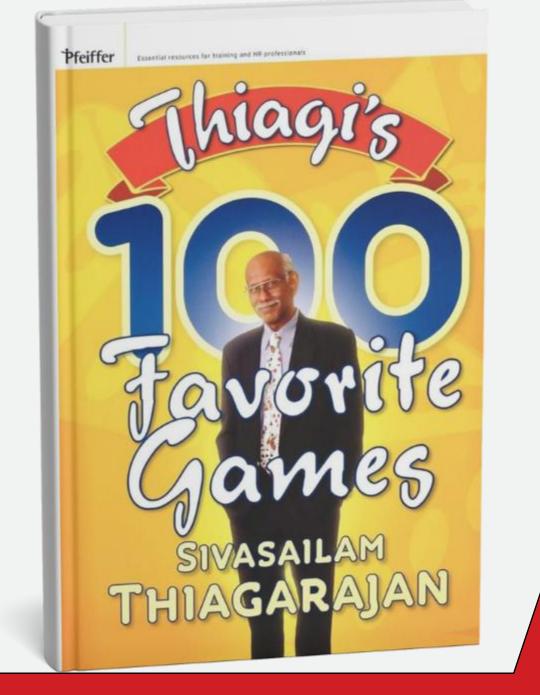
التعلّم العميق يسعى إلى ربط التعلم بجميع جوانب المتعلم الشاملة مما يبني الشخصية ويحقق التغيير واستدامة الأثر بعد التعلم والتحوّل إلى الاستفادة الحياتية





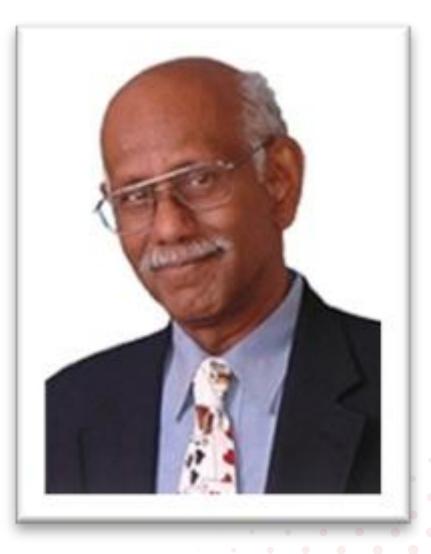








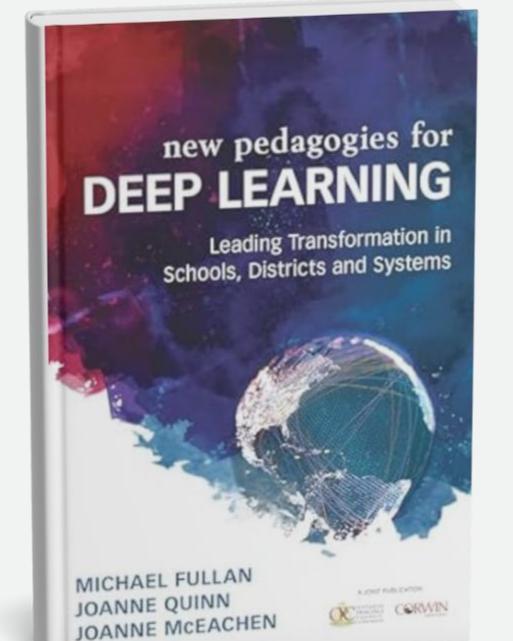
Learner eXperience



Dr. Sivasailam "Thiagi" Thiagarajan is the founder and Resident Mad Scientist at The Thiagi Group, an organization with the mission of helping people improve their performance effectively and enjoyably.









#### Learner eXperience

التعلّم العميق هو شراكة عالمية تهدف إلى:
تحويل دور المعلّمين ليصبحوا محقّزين
يصمّمون تجارب تعليمية تُنمّي الكفاءات
العالمية من خلال حلّ المشكلات الواقعية، كما
تدعم المدارس والمناطق التعليمية والأنظمة
في تبنّي ممارسات جديدة وابتكار طرق أصيلة
لقياس التعلّم.



Michael Fullan: Director of Global Leadership Director, New Pedagogies for Deep Learning



### سيجا لتجربة المعايشة

**SeGa** Pyramid of Learner eXperience



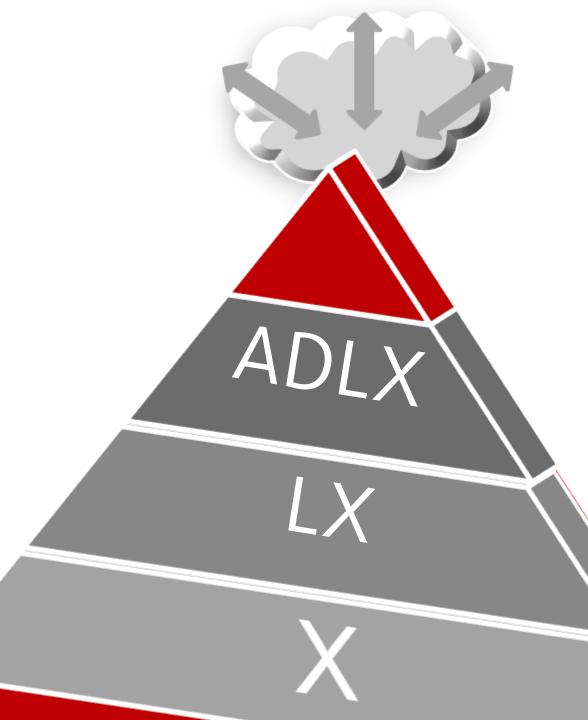
تجربة معايشة المتعلّم النشطة العميقة Active Deep Learner eXperience

تجربة معايشة المتعلّم Learner eXperience

eXperience تجربة المعايشة











































### سيجا لتجربة المعايشة

**SeGa** Pyramid of Learner eXperience



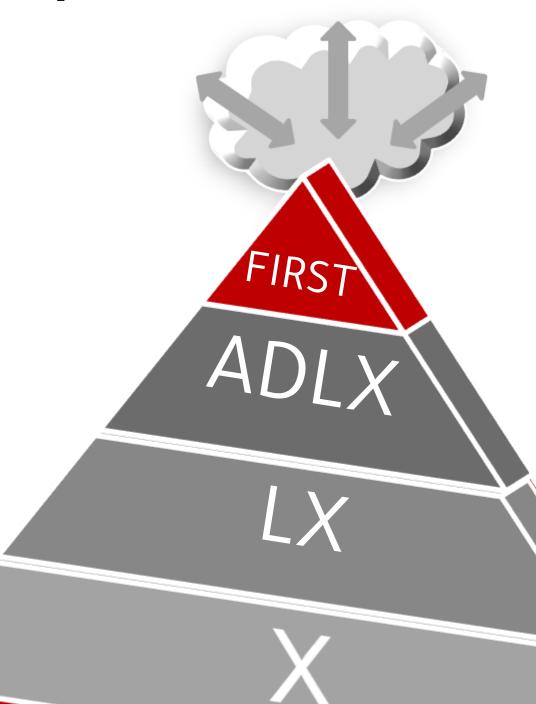
تجربة معايشة المتعلّم النشطة العميقة Active Deep Learner eXperience

تجربة معايشة المتعلّم Learner eXperience

eXperience تجربة المعايشة







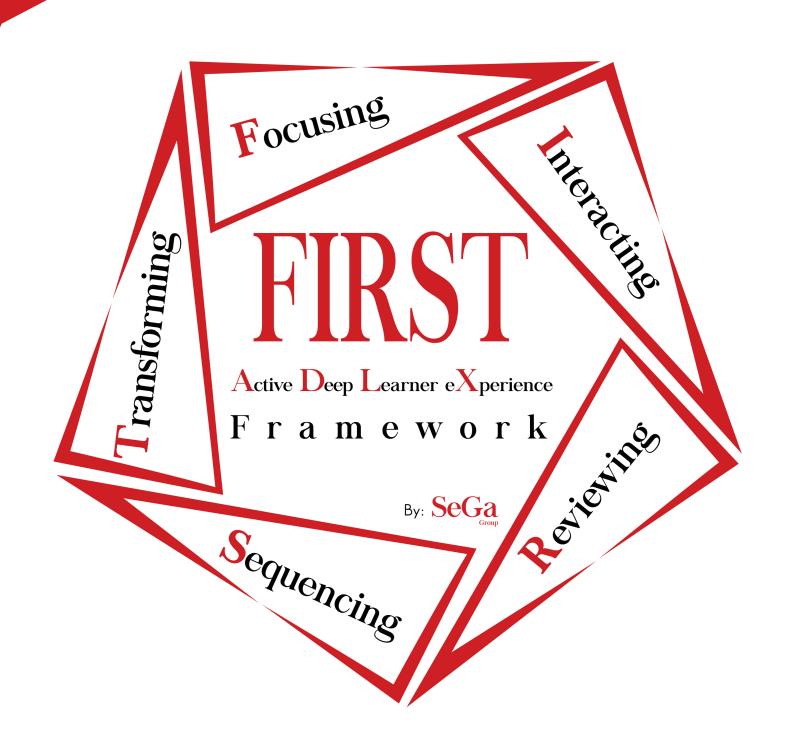


















التحقق والتقويم









التحفيز والانتباه

الإفراد







**(** 



زيادة الجاهزية تيسير النشاط المراجعة النشطة



Activities Within RAR مراجعة الأنشطة نموذج RAR



**\** 

0

















الاستمرارية والمتابعة



**Sequencing** 

Learning Into Performance تحويل التعلم إلى أداء واقعى ملموس



### FOREWORD 2

### B. Joseph Pine II

In the twenty-plus years since I discovered the Experience Economy, its concepts and principles have made their way into virtually all countries, industries, and aspects of business. And now, thanks to this book by Mohamed Bahgat, we now see the Experience Economy fully illuminated in learning as well.

What you will find in these pages is a comprehensive framework for experiential learning – learning by, through, and even about experience. The learner centric **FIRST Framework** will help you teach, facilitate, and guide individual learners via an Active Deep Learner eXperience while simultaneously transforming lessons into direct performance that benefits the company as well as the learners themselves.

FIRST is in fact a framework of frameworks, building atop timetested models and theories including our Experience Economy concepts as well as a framework I have always loved in learning, the Kolb Experiential Learning Cycle (to name just two). Mohamed puts these into practice as he combines them with all of the action research (quantitative and qualitative) and practical work that he has done for over a decade, across more than ten countries on at least four continents. The end result is a proven, practical, and priceless model with five domains and fifteen principles that you can use yourself in staging Active Deep Learner experience.

That is a goal to which we can all ascend. So take the FIRST step and read this book!

### B. Joseph Pine II

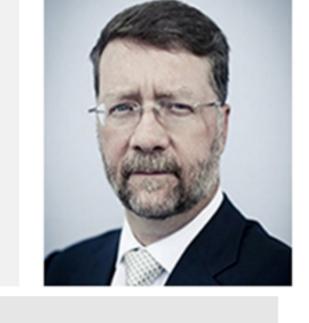
Dellwood, Minnesota Co-founder, Strategic Horizons LLP

Author, The Experience Economy, Authenticity, Mass Customization, and Infinite Possibility: Creating Customer Value on the Digital Frontier

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### B. Joseph Pine II

Author, The experience Economy

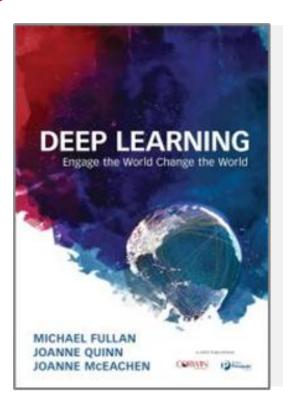


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"FIRST-ADLX Framework - 5 domains, and 15 principles is comprehensive, practical and powerfully grounded. Above all it is innovative providing action related ideas that can be used to make changes that have impact"

### Michael Fullan

Professor Emeritus at OISE/University of Toronto, Global Leadership Director, New Pedagogies for Deep Learning (Canada)



#### Re Mohamed Bahgat June 5, 2020

I am pleased to write a letter of reference with respect to Mohammed Baghat. Mohammed has a unique set of qualities as someone working in system change in education in the Middle East and other developing countries. First, he is immersed in the field, close to action, and working on solutions. We ourselves work in partnership with practitioners at the local school and community levels. That's were the needs are and that's were many of the contextual ideas for improvement reside. Second, Mohamed is an innovator—he brings ideas to the table and works them out through implementation. His First framework --- 5 domains, and 15 principles--- is comprehensive, practical and powerfully grounded. Above all it is innovative providing action related ideas that can be used to make changes that have impact. Third, his outreach is impressive both with the 15 countries in which he works, and in his participation in social media connecting to other networks around the world. Fourth he has great presence, excellent to work with, and a strong team player. He combines persistence and patience in trying to move things forward into action--- a unique combination among active change agents.

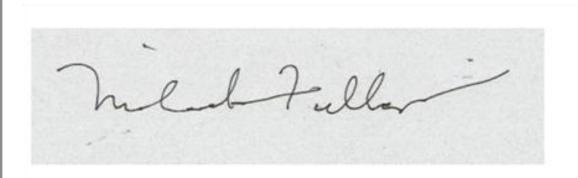
Mohamed Bahgat has increasing visibility in developing countries in the middle east, Asia and Africa as well as moving steadily to learn about the west and to form connections where the east and west can partner, learn from each other and forge new initiatives to reform education systems of learning for all, especially the disadvantaged students. He has great energy and initiative and has exactly the amount of team building and assertiveness to push for much needed action.

In essence Mohamed has solid experience being at mid-career where he is deeply committed and energized to get new things done. For me he combines the enthusiasm of having recently developed a powerful new model, with the wisdom of experience, and the moral purpose to get things done. Those of us in the education reform domain sense that the next few years are crucial--- change is needed; there are very good new ideas already developed; there is more commitment at the level of action and policy to promote and implement new solutions. As this action takes off I have no doubt that Mohamed will be in the midst of action. I see our own team working with him. I wish him great success, and look forward to working with him in the near future

Sincerely

Welteller

Professor Emeritus Michael Fullan OISE/University of Toronto.



Professor Emeritus Michael Fullan OISE/University of Toronto.



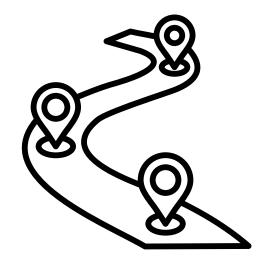








عدسات



مراحل







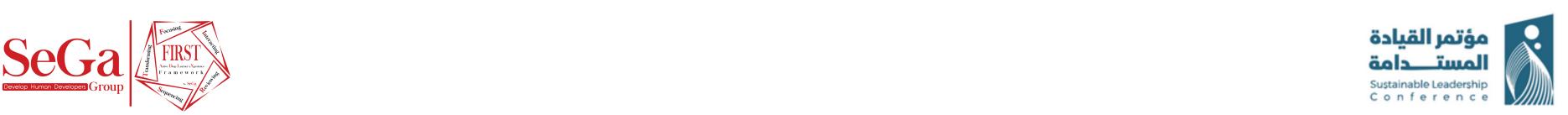


## الأدوار





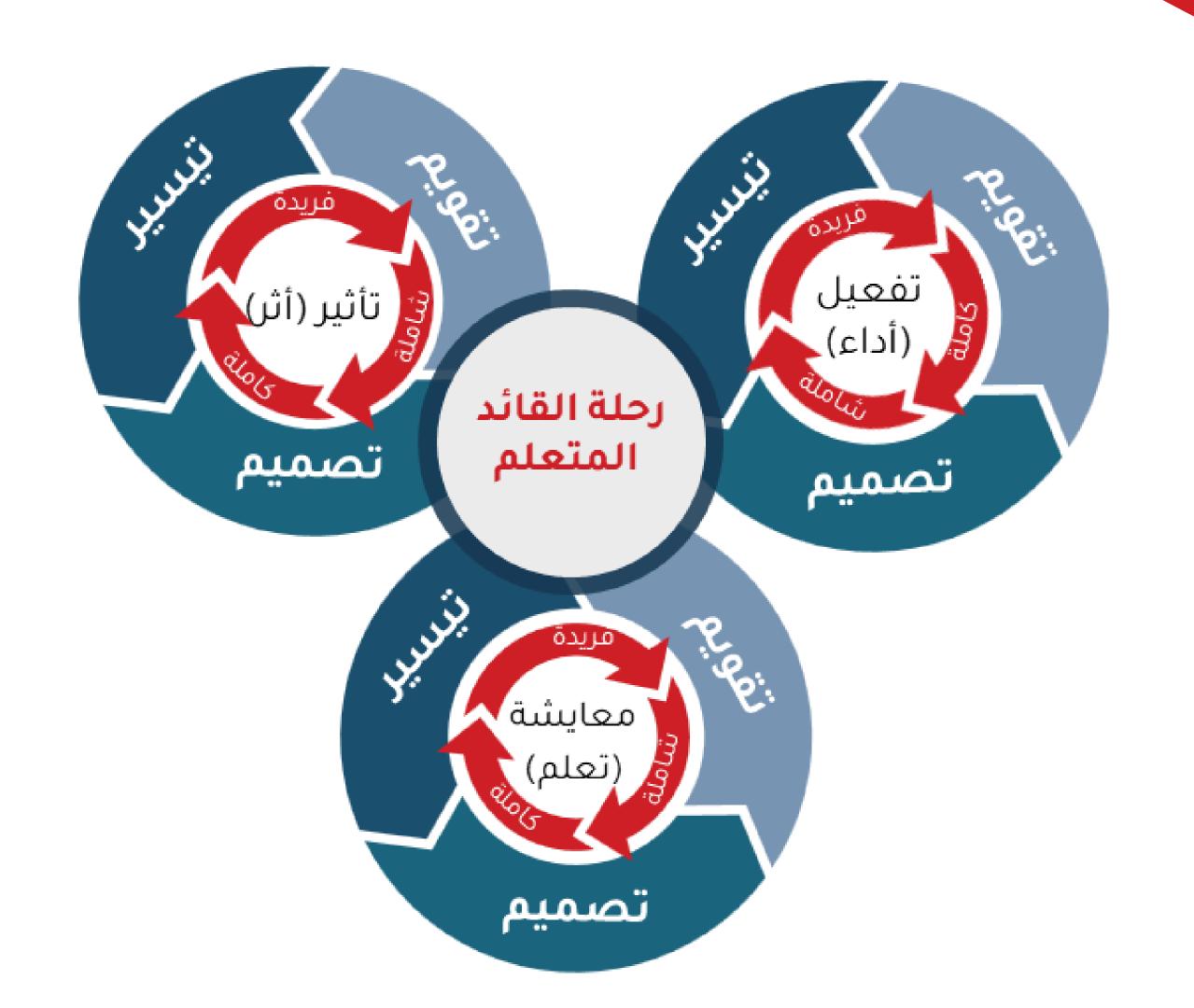


































ثلاثة سيناريوهات تطبيقية

















# رحلة سفر للتأهيل القيادي في إسطنبول على مدار أسبوع







## تمكين القادة- برنامج توجيهي داخل بيئة العمل على مدار شهرين





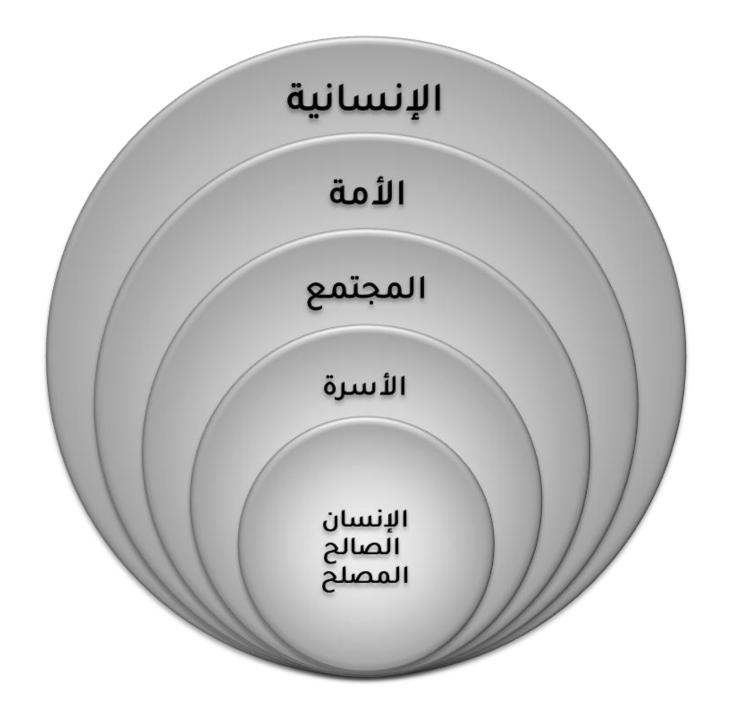








## دوائر الأثر في الانتماء البشري





























### دعاء الأثر

اللهم ارزقنا حسن الأثر وعمق الأثر ودوام الأثر وامتداد الأثر وقبول الأثر



























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Website: http://firstframework.net



