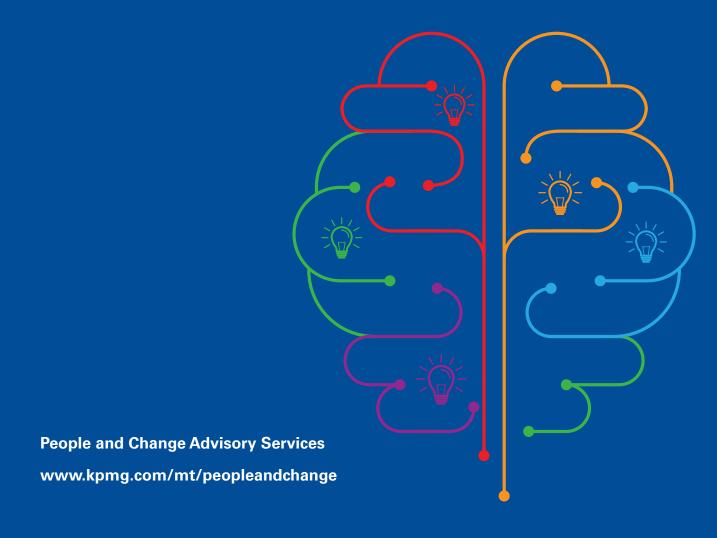


Talent Development Programmes

Investing in Talent Development creates the opportunity for organisations to: develop the organisation's ideal employee, assist employees in achieving their full potential, save on employee turnover costs, and align people to the business strategy. Our Strategic Talent Development Programmes support succession planning, ensure career development for employees, and increase employee engagement and retention rates. We support organisations in ensuring that they continuously work at closing the skills gap to create a workforce capable of moving the organisation forward in delivering the organisation's business strategy.



"If you want 1 year of prosperity, grow grain. If you want 10 years of prosperity, grow trees. If you want 100 years of prosperity, grow people."

About Us

At KPMG People and Change Advisory, we:



Work with the HR function and/or senior management teams to develop and implement contextual Talent Management strategies



Deliver NCFHE accredited courses focusing on enhancing critical skills for the workplace (Further and Higher Education License 2014-FHI-006)



Provide employment and employability advice to individuals (Employment Agency License 46-2003)



Conduct commissioned research projects for the private and public sector that focus on education, people development, employment and employability



Through our distinctive expertise in organisational psychology and human behaviour at the workplace, we support organisations in achieving enhanced business success through their most valuable asset – their people.



With a sustained focus on strategy, we advise organisations on people-related matters such as leadership development, employee engagement, performance management, talent retention, recruitment, and much more. Through this we are able to support organisations in making people decisions that make business sense.



Prior to advising clients on any talent management matter, we take the time to ensure that we fully understand the context and reality our client is operating in. This ensures that any Talent Management Initiative we recommend or implement is truly aligned with our client's business strategy and supports them in achieving their business goals.

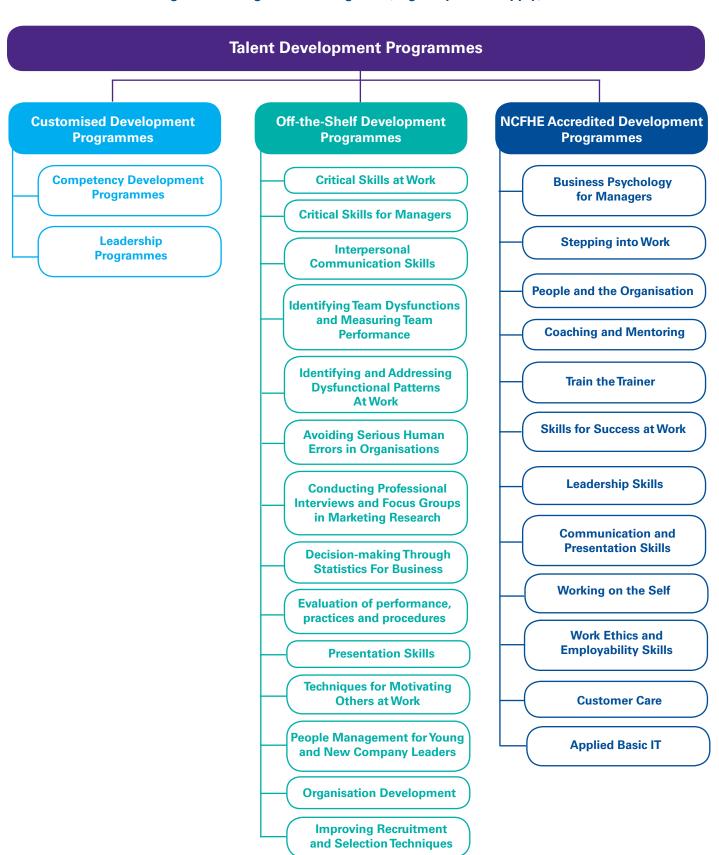
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Our Talent Development Programmes

We offer an array of talent development programmes; from accredited courses, to fully customised courses. This allows us to cater for our clients' individual needs.

When opting for our courses, organisations may also have the opportunity to benefit from government-issued re-imbursement of training costs through EU-funded grants (eligibility criteria apply).



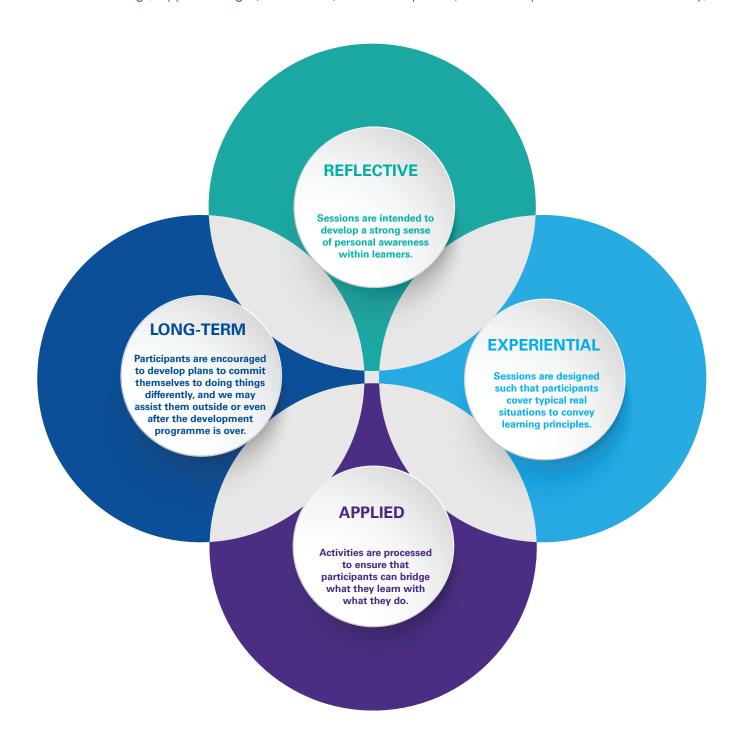
Our Talent Development Methodology

Our Learning philosophy is what makes us different.

While there may be an overlap of topics found in other courses on the market, our talent development methodology is what makes us unique. Our courses, based on the Learning is for R.E.A.L philosophy are reflective, experiential, applied, and support long-term and ongoing development. In view of this, we utilise a blend of approaches organised in a systematic manner.

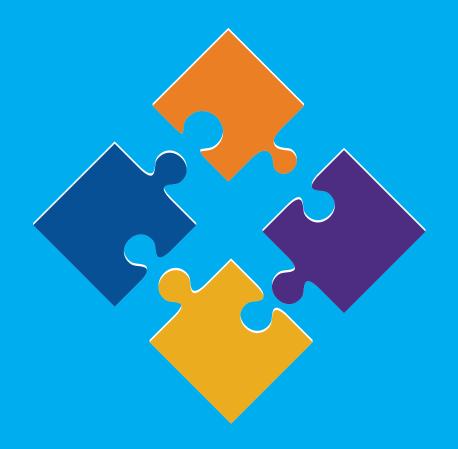
The approaches include;

- Simulation-based development (support insight and motivation, and contribute towards skill development and real-world practice)
- Practice-based activities (includes large amounts of practice time, whereby the team will 'learn by doing')
- Action learning (supports insight, motivation, skill development, real-world practice and accountability).





Customised Development Programmes



Competency Development Programmes

Development Programme duration would be tailored to the specific needs and requirements of the organisation.



Overview

In today's rapidly changing business environment, capable employees are crucial to organisations' success in gaining and sustaining a competitive advantage. This must be achieved against a background of intensified competition, incessant change, a power shift to the customer, collaborations across organisational and geographical boundaries, and a need to maintain high levels of talent. Whilst employees may be highly technically competent in their subject domain, developing employees 'horizontally' in terms of managerial attitudes and competencies, is essential for the success of the company. This is where Competency Development Programmes (CDP) would factor in and become an effective programme of development.



Approach

KPMG People and Change, together with the senior management team of an organisation will identify competencies that they deem essential for its employees to have. These competencies will be specific to the organisation and reflect the specific culture and strategy of the organisation. Once the organisation's competencies are identified employees will be trained in these competencies through a series of Masterclasses, ensuring that each employee is exposed to and trained in those competencies deemed vital to the organisation.

Leadership Programmes

Development Programme duration would be tailored to the specific needs and requirements of the organisation.



Leadership Foundation

Organisations do not need to look further than their own workforce for future leaders. With the right development plans and an early start, tomorrow's leaders can be built today. Unfortunately, due to a variety of factors (such as, lack of time, strategic planning, and finances), it is easy for organisations to fall into the trap of focusing solely on immediate needs and paying less attention to the systemic issues that ultimately drive long-term success. One of those areas is leadership development. It is essential that organisations invest in the cultivation of future leaders. It is these leaders that are vital to an organisation's long-term health. The best leaders have the skills required to shape the level of engagement in employees. These skills must be developed during the early stages of a future leader's career. This ensures that the individual is immediately in a position to engage their team once they move into formal leadership roles. The Leadership Foundation programme focuses on developing employees with leadership potential and grooming them to take on leadership roles in the future. Participants who have completed the Leadership Foundation Course and have transitioned into leadership positions are now eligible to move into the Leadership Excel Programme with a solid basis in Leadership Development.



Leadership Excel In today's competitive work environment it is essential that organisations ensure that their managers are Effective Leaders. This does not simply imply promoting individuals who possess strong technical skills, rather, in order to be truly effective, leaders must possess the soft skills required to engage, inspire, and motivate others. Whilst we can assume that most managers are highly technically competent in their subject domain, investment is required in order to develop managers 'horizontally' in terms of managerial and leadership attitudes and competencies. Developing these attitudes and competencies in managers will allow the organisation to experience benefits such as increased engagement as well as allow the individual to generate self learning, grow and identify any gaps in their leadership techniques. Ideally, participants would have completed the Leadership Foundation Programme prior to taking on the Leadership Excel Programme. This programme is focused on further developing employees to reach their full potential as leaders now that they occupy a position of leadership within an organisation. This course focuses on building and improving on the foundations laid in the Leadership Foundation Programme and ensures that the organisation is left with competent leaders who will help the organisation move towards achieving its business objectives.



Off-the-Shelf Development Programmes



Critical Skills at Work

15 Hours



Overview

This programme focuses on equipping participants with practical and critical skills and competencies of how best one can improve working relationships, self-efficacy and performance within the context of one's organisational and performance realities.



- Gain a better Understanding of the Self which can impact performance at work
- . Understand different team roles and be able to work within a team
- . Know how to communicate efficiently using both verbal and non verbal communication
- Effectively manage stress and time at work
- . Understand why conflict exists at work and strive to prevent it

Critical Skills for Managers

24 Hours



Overview

Critical Skills for Managers seeks to improve the skills of Managers and Supervisors by equipping participants with practical skills and competencies of how best one can improve working relationships with superiors, colleagues, and employees within the context of one's organisational and performance realities.



Learning Outcomes

- Motivate employees at the workplace
- Create more effective teams
- Know how to communicate efficiently using both verbal and non verbal communication and use this knowledge to effectively manage communication situations
- Prevent and manage conflict
- Gain an understanding of the overall competencies of a manager

Identifying Team Dysfunctions and Measuring Team Performance

15 Hours



Overview

Many programmes about teams focus on the process of team development and very often make the assumption that faults are rare in very effective teams. Some pitfalls are subtle and psychological in nature and failing to recognise the behavioural patterns linked to them may be detrimental. In addition, as work teams become more empowered to make decisions and improve performance, there is an increased need for accountability and also an increased need for teams to achieve excellence. This learning programme will develop both insights and skills for dealing with problematic team situations and measuring team performance.



- Describe and identify typical dysfunctional behaviour patterns in their teams
- . Handle effectively and manage constructively such dysfunctional behaviours
- . Develop methods from scratch to assess the team performance

Interpersonal Communication Skills

15 Hours



Overview

In the past decade increased attention has been paid to the need to develop employees' soft skills. Research shows that employers now rank the importance of communication skills on an equal level to technical skills (hard skills). Lack of communication skills in the workplace may lead to: misperceptions, mistakes, and misunderstandings, an increase in inefficiencies, a decrease in productivity, and a decreased overall organisation performance. This programme aims to target these communication gaps and equip learners with the ability to communicate effectively interpersonally allowing for an organisation to run smoother and work towards achieving its business objectives.



Outcomes

- Communicate effectively using Verbal and Non Verbal Communication Skills
- . Practice Negotiation, Selling and Persuasion Skills (creating win-win situations)
- Have an understanding of Conflict Management
- . Be able to communicate across cultures
- . Problem Solving: Know how to deal with difficult communication sessions

Identifying and Addressing Dysfunctional Patterns At Work

15 Hours



Overview

We all know that organisations are not perfect; sometimes the problems and conflicts arise and the harmony within the team or department may be distorted causing discrepancies in performance. How should we react in such situations? What do we do when people's behaviour at work goes wrong? This programme provides a thorough overview of the most typical dysfunctional and inappropriate behaviours at work and equips participants with the capability to identify them and manage them effectively.



- Identify typical behavioural and attitudinal barriers to productive work
- Ways to manage organisational dysfunctional behavioural patterns

Conducting Professional Interviews and Focus Groups in Marketing Research

15 Hours



Overview

This skill-based programme is designed for people involved in marketing and marketing research. The general aim of this programme is to provide a thorough understanding about the use of the focus group method in marketing research contexts. The programme will explore the purposes and the techniques involved in running scientifically reliable and valid focus groups and shall provide participants with the techniques and hands-on-skills of the focus group method from the schedule stage to the reporting stage. The programme is filled with practical examples to enhance the learning experience.



- Appreciate the role of focus groups for marketing purposes
- Develop skills in planning and organising focus groups
- Develop skills about moderating focus groups
- Learn about analysing and reporting focus group results

Avoiding Serious Human Errors in Organisations

15 Hours



Overview

Accidents cost companies money. How can we prevent more accidents at work? How can we improve office design to make work more productive and people feel safer? How do we ensure the task and capabilities match? Above all what predicts human error? This programme presents interesting highlights and practical tips about the role of human cognitive psychology interacting with the work environment. It emphasises the need to appreciate that the physical design of materials in space can have a beneficial or detrimental effect on human behaviour and human consequences and develops skills in participants to recognise, measure and intervene in error-prone situations.



- Learn about human error from a psychological perspective
- . Understand the safety designs of a machine or space and human safe behaviour
- . Explore ways to reduce the incidence of human error at work

Presentation Skills

15 Hours



Overview

If you need to make a point to an audience or your work involves convincing groups of people, then this programme provides an excellent starting point for presentation skills. A brilliant laptop presentation must be coupled with your ability to interact with your audience, and their interaction with you. This programme takes participants through the essential and critical steps for creating dialogues and discussions with an audience and improve their capabilities as effective presenters.



Learning Outcomes

- Acquire skills that enhance your performance at presenting
- Identify the characteristics of effective presentations
- Know what to look out for when using technology in presentations
- Prepare high-impact slides
- · Rehearse your ability to present

Techniques for Motivating Others at Work

30 Hours



Overview

Motivation is one of the most popular topics in people management. Invariably all managers claim the importance of people motivation at work and many acknowledge the impact that motivation has on the profitability of an organisation. What is less clear is how to implement systems that motivate people at work using systematic and evidence-based practice. Motivation theories are wide-ranging from content to process to interactive theories. This programme discusses practical solutions that ensure the proper application of work motivation theories at work. Therefore it highlights the pros and cons of every technique and provides an opportunity for participants to learn how to develop integrative policies of people motivation at work.



- Appreciate the complex nature of motivation at work
- Evaluate the practical implications of a variety of motivation theories
- Propose practical policies underlying different motivation theories

Decision-making Through Statistics For Business

24 Hours



Overview

Every functional area of business needs to collect data to gain insight into projections for the future or information for decision making. Statistics is the science comprising rules and procedures for collecting, describing, analysing and interpreting numerical data. The applications of statistics are evident everywhere. Hardly a day goes by in which we are not bombarded by statements like: The chance of rain tomorrow is 30% or results show that Crest toothpaste helps prevent tooth decay. This course is developed to increase one's ability to make sense of numbers that are used to support good decision making at work. The course presents statistical concepts and illustrates how these can be applied to every day data.



- Develop a first-hand basic knowledge of statistics and its applications to business issues
- Develop one's understanding of the various tests and methods used to derive sound decision and good interpretation

People Management for Young and New Company Leaders

24 Hours



Overview

People management deals with understanding the dynamics of organisational life and applying that knowledge for better leadership and productive behaviours at work. Managing people is not enough... managing people strategically is what makes the difference. Understanding oneself, one's team and the general corporate culture are important prerequisites to achieve this. This programme aims to equip participants with practical skills and competencies of how best one can improve working relationships with superiors, colleagues and subordinates within the context of one's organisational and performance realities with the objective to harmonize people and organisational systems better and enhance results.



Learning Outcomes

- Reflect more critically about one's self-perception and behaviours at work
- Effectively handle aspects of the work environment to increase one's impact factor in an organisation
- Develop a strong awareness of the multi-level dynamics within an organisation

Organisation Development

24 Hours



Overview

Organisational development is defined as "long-ranging efforts and programmes aimed at improving an organisation's ability to survive by changing its problem-solving and renewal processes". There is no fixed solution to helping an organisation. Rather, it needs clear understanding of the issue, an ability to assess appropriately and a talent in providing the necessary support to bring an alternate state of being which renders the organisation more effective both in the short run as well as in the long run. Organisation development is both an art and a science. Knowledge about the various process skills could benefit junior consultants and change agents in understanding the complex issues inherent in providing expert support to their corporate clients.



- Grasp general conceptual, technical and systemic issues in the field of OD
- Understand the field of OD from an integrated and experiential perspective
- Develop personal insights about the range of possible skills
- Appreciate the complexity involved in effectively employing such skills

Improving Recruitment and Selection Techniques

30 Hours



Overview

Many organisations still use recruitment methods to paint a rosy picture of what's really an unpleasant and possibly boring job. Learning about improving selection methods not only diminishes the tendency to choose the wrong people for the wrong job but also saves the company a lot of market embarrassment. This programmes instructs and informs participants about this aspect of Human Resources which is becoming all more important as companies ensure that they can align their existing or future assets to an organisation's strategy to ensure corporate success in a turbulent and very competitive global market.



- Provide participants with a thorough awareness about the main aspects underlying selection
- Provide evidence-based practice understanding of the business principles of selection
- Learn about the various selection techniques and how and when they can be applied at their place of work

Evaluation of Performance, Practices and Procedures

15 Hours



Overview

How do we track success and performance of interventions? It is not uncommon for organisations to introduce schemes intended to enhance performance, practice and desirable procedures without making an assessment of their utility and success. Indeed, evaluation is a tedious process that concerns taking into consideration all possible constraints to come up with the best estimate of success. The purpose of this programme is intended to enable participants to gain the skills related to planning, facilitating and processing evaluation methods. It is intended for persons involved in the development of organisational, employment and marketing schemes and policy-making. This intensive learning experience shall engage participants in 'real-life' evaluation techniques and each participant will get the opportunity to validate his/her ability to evaluate during individual assessment and feedback sessions.

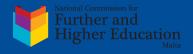


- Appreciate different evaluation techniques
- Develop knowledge in the process of evaluation research
- Acquire insights how to conduct proper and valid evaluation procedures



NCFHE Accredited Development Programmes





Business Psychology for Managers

MQF Level 5 10 ECTS 80 Hours

Course Description

Success in leadership and management relies on understanding the features that shape individual and group behaviours in business and organisational contexts. Delivered by industry experts, Without delving too deeply into theory, this programme presents sets of tools that are effective for the day-to-day management and leadership of people in a business context.

Modules

- People at Work
- Teams at Work
- Talent Attraction and Retention
- Dynamics of Organisations

Target Audience Business Psychology for Managers is ideal for both the experienced and novice manager or leader. To attend this course no background in psychology is required.

Stepping into Work

MQF Level 4 32 ECTS 200 Hours

Course Description

Graduates are the main key players to developing a knowledge based economy; one spearheaded by the power of the human capital and its unique contribution to an organisation and society. Internal organisational dynamics have changed enormously in the last 40 years. We believe that young people's attitude, mind-set, flair and approach-to-work counts as much, if not more, as their knowledge expertise. Many of these attributes are learned as we grow; but as graduates near the entry into the labour market, organisations will not only go for those who show qualifications but also those who have the life competencies to impress their superiors by their energy to go beyond their call of duty: presenting, negotiating, leading, planning, being innovative, showing initiative and acting just like a champion is what distinguishes the high flyers and the excellent from the average and even the mediocre.

Modules

- Job search
- The Self at Work
- Career Progression and development
- Critical Skills at work
- Working in a Team
- Leading Others
- Entrepreneurship
- Working in a Multicultural World

Target Audience Stepping into Work is targeted at graduates to be, individuals changing employment, and individuals re-entering the labour market.

People and the Organisation

MQF Level 4 14 ECTS 105 Hours

Course Description

An organisation is simply a platform where individuals from different backgrounds come together and work as a collective unit to achieve certain objectives and targets. The word organisation derived from the Greek work "organon" is a set up where people join hands to earn a living for themselves as well as contribute to company success. The employees are the major assets of an organisation and contribute effectively in its successful functioning. By gaining an understanding of the employees, the environment in which the employees function and the overall organisation, one can have a clearer picture of how the people of an organisation affect and influence the organisation's objectives and outcomes

Modules

- Understanding Organisations
- Understanding and Analysing People's Needs and Changing Behaviour Through Training
- Personal (Self) Development Within The Organisation
- Well Being
- Dealing with Stress
- Employment Law

Target Audience

People and the Organisations is ideal for a range of learners. Junior employees, employed graduates, middle management and senior management, could all benefit from this course.

Coaching and Mentoring

MQF Level 4 12 ECTS 60 Hours

Course Description

Coaching and mentoring is an important aspect of management and leadership as it promotes productivity, efficiency, job satisfaction and engagement. It also helps keep employees motivated to reach targets and goals and keep the company moving forward. By providing employees with the skill set to effectively coach and mentor their teams, you will indubitably be further enhancing the employees' skills as well as fostering an overall environment of learning and development.

Modules

- An Introduction to Coaching and Mentoring
- Understanding the Self to be a better Coach and Mentor
- Understanding Others
- The Coaching and Mentoring Process
- The Realities of Coaching and Mentoring

Target Audience

Coaching and Mentoring is suitable for Middle Managers, Senior Managers, Managers to be and any individuals who is in a leadership position at the workplace.

Train the Trainer

MQF Level 4 6 ECTS 30 Hours

Course Description

The training and development of an organisation's employees is essential to any organisation's performance. Ultimately, all organisations should aim to optimise their human resources by investing in their workforce. Training is, therefore, a great responsibility which requires knowledgeable and motivated individuals to handle it. It is often the case that employees find themselves within a role whereby they must train their team, however have never been really trained to do so. If training and development is given to those who truly need to train and develop others, it can ensure that as an organisation you achieve objectives and improve your competitive position. This course was designed for those who are directly or indirectly in a trainer position. It aims to educate these 'trainers' in how to effectively train others and therefore contribute globally to the well being of the company and its perceived longevity.

Modules

- The Principles of Training
- Designing, Developing, Delivering and Evaluating training

Target Audience

Train the Trainer is ideal for new trainers or experienced trainers who have not had formal education in training. It is also suitable for those trainers who need a refresher to improve their training techniques and methods to transfer learning to work situations. Whilst this programme is essentially designed for learning professionals – trainers and organisational development practitioners – it is also of great benefit to anyone within an organisation who is responsible for developing others, from managers to human resources specialists.

Skills for Success at Work

MQF Level 4 12 ECTS 100 Hours

Course Description

This course revolves around the concept of bridging education and employment and equipping the learner with the foundation skills to successfully enter and succeed in the word of work. It serves as a means of closing the skills gap that students have upon leaving the educational system which can then, in turn, lead to the learner not reaching their full potential at work.

Modules

- Work Ethics
- Assertiveness
- Team Building
- Creativity and Entrepreneurial Skills
- Business Writing Skills
- Customer Care Skills
- Time Management and Working Under Pressure
- Analytical and Problem Solving Skills

Target Audience

Skills for Success at Work is targeted at students, recent graduates and/or individuals who are no longer receiving any education, who have partially completed/decided not to complete their studies and are still inactive or unemployed.

Leadership Skills

MQF Level 3 5 ECTS 35 Hours

Course Description

Leadership roles are present in whatever we do at work and in our private life. Such skills can be harnessed in all circumstances when required, demanding credibility, and direction. An effective aptitude to lead is constructed on key skills, and competencies such as dealing with and motivating the self and others to stimulate, develop and encourage.

Modules

- Learning skills and an Introduction to Leadership
- Leadership Styles and the Challenge of Leadership
- Time Management and Handling Change
- Conflict Management and Delegation
- Work-Home Balance and Motivation

Target Audience

Leadership Skills is a course which is ideal for all those individuals who wish to obtain a better understanding and knowledge of what being in a leadership position requires.

Communication and Presentation Skills

MQF Level 3 5 ECTS 35 Hours

Course Description

The course exhibits the importance and need of communicating effectively to render effective presentations. The employment trend to be flexible, calls for the improvement of the social intelligence, presentation, and public speaking skills to control nerves and build the confidence needed.

Modules

- Communication Skills for Presentations
- Presentation Skills

Target Audience

Communication and Presentation Skills is targeted at those individuals who wish to gain more understanding and knowledge of how to communicate effectively for Presentation purposes and how best to Present oneself and one's work, particularly to enhance their employability.

Working on the Self

MQF Level 2 7 ECTS 35 Hours

Course Description

Through this learning and development programme and this exposure to multi-skilling, the programme aims to shift the learner' mind-set which should result in them being more equipped to pursue a more sustainable and satisfying form of employment. The course focuses on the practical application of the knowledge of the Self acquired and ensures that once the course is over the skills can be applied practically and usefully by its Learners in their search for a satisfying and stable employment.

Modules

- My Behaviour: Exploring and Building Self Esteem
- Moving Forward and Working Together
- Reflections on Your Journey

Target Audience

Working on the Self is ideal for individuals who are seeking to develop themselves in order to increase their employability and improve their chances of career success.

Work Ethics and Employability Skills

MQF Level 2 4 ECTS 25 Hours

Course Description

Through this learning and development programme, the participant will be exposed to the mind-set, competencies, and approach-to-work required to be employable; from their punctuality and organisation skills to their level of accountability and commitment. By adopting these skills we can ensure that learners will have an edge when searching for long term and sustainable employment.

Modules

- Applying for a Job and Interviewing
- The Self at Work
- Working in Teams
- Critical Skills at Work

Target Audience

Work Ethics and Employability Skills is a course ideal for early school leavers, individuals out of work and on social benefits and unemployed individuals who are seeking to develop their knowledge and understanding of the world of work with the hope of re-entering or entering the workplace.

Customer Care

MQF Level 2 5 ECTS 35 Hours

Course Description

Customer service is vital to an organisation because it is often the most important contact a customer has with a company. No matter the size of the business good customer service should be at the heart of any business model if that business wishes to be successful. Although it might take going the extra mile and putting in an extra effort, an employee that understands the importance of good customer service which in turn leads to customer satisfaction, is something that an employer would look for in a desired employee.

Modules

- Introduction to Customer Care and the Different Sectors
- Creating Customer Loyalty through Ethics and Personal Grooming
- Excellence through Communication
- Telephone Techniques and Handling Difficult Customers
- Internal Customer Service and Teamwork

Target Audience

Customer Care is a course that targets Individuals who wish to gain a basic understanding and knowledge of the Customer Care sector.

MQF Level 2 5 ECTS 35 Hours Course Description Computers and most things IT-based have become an essential and vital part of our personal and professional lives. Having a basic Knowledge of Computer and IT is imperative to be able to live and work in today's day and age.

Modules

- The Computer Environment and Computer File Management
- Introduction to Word Processing
- Introduction to the World Wide Web, Email and Social Media

Target Audience

Applied Basic IT is a course ideal for those Individuals who wish to gain basic understanding and knowledge of IT and computer skills, particularly to enhance their employability skills.

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