



Learn | Share | Support

Impact Leadership Academy Profile



Impact Leadership Academy [ILA] is a premier provider of integrated human capital management solutions, organizational effectiveness support (strategy formulation, building governance structure for strategy execution, process re-engineering, agile management & support product development), and training & talent development solutions provider. Guided by its vision, *“to inspire impactful leadership,”* ILA inspires organizational learning through its motto of **“Learn | Share | Support”** for both the organizations and individuals to enable organizations to maximize shareholders’ value. Through validated assessments tools and requisite organization approach in management science, ILA enables organizations to have reliable information about their key asset “people” as well as business processes effectiveness. These solutions support organizations to make better decisions about the market, organization structure, compensation & benefits structure, talent acquisition, talent deployment & build internal capacity to deliver value.



Impact Leadership Academy

Short Profile



VISION

To Inspire Impact Leadership



MISSION

Maximize leadership talent of Africa to create economic and social prosperity through knowledge capital

Our DNA

Values

1. **Collaboration:** Strategic partnerships for service excellence
2. **Innovation:** innovative solutions, practical R&D & Technology uptake
3. **Integrity:** of promise to our clients & the solutions we offer
4. **Love:** passion for increase organizational effectiveness, devotion to clients & talent we develop through capacity building

Behaviours

1. We are **ethical** in all we do
2. We are a **learning** organization (growth oriented)
3. We continuously **evaluate** our offering.

How we Work

We partner with clients to support organizational effectiveness through aligning, people, process & technology and build internal capacity to generate revenue, improve performance ratios and deliver values to shareholders and other stakeholders

Client Value Proposition

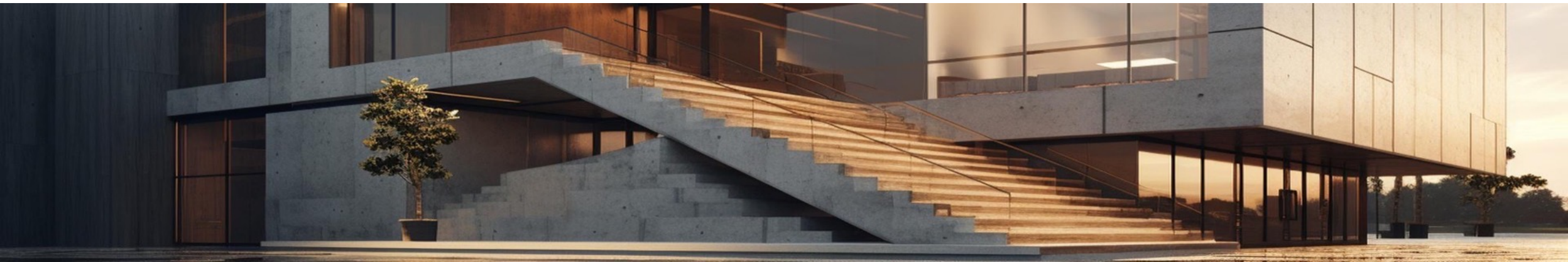
1. Increased shareholders /stakeholders' value
2. Increased positivity & productivity translating to higher profitability
3. Inspire engaging and inclusive culture
4. Enhance management & retention of talent



Impact Leadership Academy

Competitive Advantage

1. We understand the local business and social/culture environment and have track record in this market
2. We speak the local language and able to train people in the language they best understand
3. We have served multiple economic sectors in Tanzania and Sub-Sahara Africa with associate consultants who have global experience
4. We have built a brand that is respected by other firms within Sub-Sahara Africa
5. We are certified and licensed to use internationally proven methodologies, techniques, and tools with a pool of accredited assessor and trainers
6. We do the right thing supported by strong business ethics



Impact Leadership Academy Strategic Partners

Collaboration to deliver excellence

Why Partnerships: The broadness of the solutions we deliver requires to work with well experienced and credible partners to respond to clients' specific services tailored to deliver practical solutions that address their unique challenges



Impact Leadership Academy

Sample of Clients Served



Talent Management

The Solutions we Offer



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Our Why in Talent Management Solutions



To create and Mold a Culture
that supports Sustainable
Business and a Better
Tomorrow

The Support

Better Decision

To support
Organisations to
Make Better
Decisions about
their Talent.

Data-Driven Input

Validated
assessments that
enable data-driven
input for people
and process
improvement for
better business
outcomes

Thought Leadership

Thought Leadership
in Talent
Development and
Management

Talent Management Solutions

Optimization of Talent Management Strategy

Impact Leadership Academy support clients at every stage of employee life cycle using data driven input, benchmark information, business strategic imperatives and sector/market shifts information



Talent Management Solutions

Tools we use

Impact Leadership Academy with her strategic partners uses licensed tools and methodologies in talent acquisition, assessment & deployment



To support

- Assessment in recruitment services
- Development based Job-Person Match Assessment
- Organizational Culture Index Assessments
- Employee Engagement Assessment
- Team Dynamics Assessment,
- Senior Management Team Alignment Assessment

We facilitate team building workshops which are based on the results of some of the above assessment and help teams to become more positive & productive

A woman with glasses is shown in profile, looking down at a white cup she is holding. The image has a blue overlay. The text "To win in the marketplace, you must first win in the workplace." is centered over the image. The word "marketplace" is in a light blue color, while the rest of the text is white. There are two horizontal white lines, one above and one below the text.

To win in the
marketplace, you must
first win in the
workplace.

Management & HR Consultancy

Creating Value & Improving Financial
Performance



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Managing Human Side of Business to Deliver Value

Impact Leadership Academy links people to financial performance and overall value creation and supports clients to achieve organizational effectiveness through aligning people, structure process, & technology, and build leadership capacity

Organizational Development

1. **Structure:** Support to align structure to business strategy
2. **Job Analysis & Evaluation:** Measure weight and demand of job & right size workforce
3. **Compensation Plan:** Job Grading, Salary survey, Compensation & Benefits Benchmarking & Salary Structure
- 4 **Culture Change:** Enable structure change management based on culture index assessment & Leadership Climate survey

HRM Tools Review & Development

2. **HRM Audit :** Comprehensive audit of HRM Practices and Advice
 1. **Policies & Procedures:** Develop/Review support to align with law, market & internal dynamics
 2. **Performance Management:** Develop/Review PMS to align with internal business dynamics & increase accountability
 3. **Demand driven advisory:** to rise HRM Maturity level

Talent Attraction & Management

1. Executive Selection - senior executives
2. Recruitment & Placement for all job levels
3. Talent Review and Succession Planning
4. Accountability and Authority matrices to increase organizational agility
5. Mentoring and Capacity Building for frontline managers and Executives

Leadership Value Creation

1. Strategy: Formulation, Formalization, Familiarization and building capacity for sustained growth
2. Business processes improvement to deliver shareholders' value
3. Project management framework to maximize assets utilization
4. Technology leverage & capacity building

Support Value Creation

Signature Training Programs



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1

Stakeholder Leadership Accelerator Training

Accelerating Trust, Service Excellence, and Impact in Public Institutions

Course Description:

In today's rapidly changing environment, public institutions must go beyond routine service delivery - they must anticipate, adapt, and lead with stakeholder trust at the core. This intensive, hands-on program equips leaders with the tools to understand and map stakeholder journeys, align service delivery to evolving needs, and design operating models that strengthen institutional credibility. Through real-life cases, practical mapping exercises, and peer learning, participants will learn how to identify priority stakeholders, assess gaps in delivery, and create actionable improvement plans. By the end of the course, you will be ready to lead initiatives that elevate service quality, enhance transparency, and build lasting stakeholder relationships - whether your stakeholders are citizens, businesses, or top national leaders.

Benefits:

Participants leave with a clear stakeholder engagement blueprint tailored to their institution, ready for immediate implementation:

- **Predict Stakeholder Needs** - Learn to anticipate changes in stakeholder expectations before they become urgent demands.
- **Map Stakeholder Journeys** - Gain skills to visually track every interaction from first contact to long-term engagement, identifying strengths and gaps.
- **Align Service & Operating Models** - Discover how to connect your institution's processes, culture, leadership, and technology to deliver consistently better stakeholder experiences.
- **Strengthen Trust & Credibility** - Build transparency, responsiveness, and reliability into every step of your stakeholder interactions.
- **Use Practical Tools & Frameworks** - Apply proven tools for journey mapping, experience measurement, and service model design in your own institution.
- **Enhance Leadership Influence** - Equip yourself with stakeholder-centered thinking that drives policy impact, service excellence, and positive public perception.

2

Value Leadership Accelerator Training

Focus on what matters. Align your team. Deliver lasting value - faster and smarter

Course Description:

Most leaders see poor results in financial reports but stop at the numbers, never tracing them back to their true causes. Every missed target starts with a weak market position, a failing value driver, or a gap in stakeholder trust - problems that originate in business processes, operating models, and leadership decisions. The Value Leadership Accelerator equips you and your team to see these connections clearly, diagnose where value is being lost, and take decisive action. In today's competitive environment, this skill is not optional - it is the difference between short-term survival and long-term market leadership. You and your team will leave with a clear, actionable framework to pinpoint where value is created, where it is lost, and how to close the gaps quickly - turning insight into measurable impact.

Benefits:

Participants will leave with the ability to pinpoint the real causes of performance gaps, connect them across all value-creating models, and design focused actions to drive sustainable financial and stakeholder results:

- **See the Whole Picture** - Understand how financial, market, business, stakeholder, and operating models connect - and how weaknesses in one create failures in another.
- **Diagnose Value Loss** - Learn to trace poor results back to failing value drivers, broken processes, and misaligned accountabilities.
- **Turn Insight into Action** - Gain practical tools to identify gaps and design targeted improvements that strengthen both short-term performance and long-term resilience.
- **Lead with Confidence** - Build the capability to make decisions that protect critical value drivers, enhance stakeholder trust, and improve financial outcomes.
- **Break Silos** - Empower every department to see its role in value creation, not just finance, strategy, or operations teams.



WORKPLACE DISC ASSESSMENT TRAINING

Understand Yourself & Others to Build Better Relationships.

Course Description

Join our **Workplace DISC Assessment Training** and gain the tools you need to improve communication, collaboration, and workplace effectiveness. This engaging session is designed for individuals at all levels—not just leaders—who want to better understand their behavioural style and how to work more effectively with others. Participants will complete the DISC assessment and receive a personalized report to guide their development journey.

Key Benefits

- Gain deep insight into your personal communication and behavioural style
- Improve how you collaborate with colleagues of different styles
- Enhance teamwork, reduce conflict, and build stronger relationships
- Increase self-awareness in professional settings
- Understand how to adapt your behaviour to get better results with others
- Receive a personalized **DISC Workplace Profile Report**
- Network with professionals from various industries

DISC MANAGEMENT TRAINING

From insight to Impact

Course Description

This 1.5-day **DISC Management Training** is designed for current and aspiring leaders who want to enhance their leadership effectiveness. Through the DISC Management profile, participants will gain valuable insights into their own management style and learn how to direct, delegate, motivate, and develop their team members more effectively—based on personality differences.

Key Benefits

- Understand your unique DISC leadership style and how it impacts your team
- Learn to direct and delegate tasks based on team members' communication preferences
- Discover how to personalize motivation strategies to increase team engagement
- Improve collaboration with both team members and senior leaders
- Strengthen communication, boost productivity, and resolve conflict more constructively

APPLIED EMOTIONAL INTELLIGENCE

Lead with Awareness

Course Description

This 1.5-day **Applied Emotional Intelligence Program**, based on the globally validated **Genos EI Model**, is open to individuals at all levels who want to improve how they interact, lead, collaborate, and perform in the workplace. Built on the science of emotions, this program develops the practical skills of being present, empathetic, resilient, and empowering in everyday situations—traits essential for both personal success and organizational growth.

Key Benefits

- Enhance self-awareness and emotional regulation in high-pressure environments
- Build stronger, trust-based relationships at work
- Improve communication, teamwork, and collaboration across all levels
- Navigate generational and cultural differences more effectively
- Contribute to a healthier, more inclusive, and productive workplace culture

LEADING WITH EMOTIONAL INTELLIGENCE

Transform Your Leadership with EI

Course Description

This in-depth 2-day leadership program is designed for managers and senior professionals who want to lead with greater influence, empathy, and self-awareness. Grounded in the Genos Emotional Intelligence Competency Model, this course explores the science and application of emotionally intelligent leadership. Participants will complete a comprehensive Genos 360° Emotional Intelligence Assessment, gaining deep insights into how they are perceived across key emotional intelligence domains.

The Learning Content

- **The Aware Leader:** developing ability to demonstrate self-awareness and awareness of other and lead with empathy
- **The Authentic Leader:** acquire tools that will enable you to facilitate difficult performance conversations without breaking trust
- **The Expansive Leader:** expand decision making perspectives by paying attention to emotions and your moral compass especially when grappling with ethical dilemma
- **The Resilient Leader:** develop personal resilience and promote a mentally healthy workplace to increase your leadership effectiveness
- **The Empowering Leader:** become an inspiring leader through coaching, influencing and facilitating higher performance

Key Benefits

- Gain a full 360° view of how others perceive your emotional intelligence
- Develop a leadership style rooted in empathy, clarity, and impact
- Learn to manage stress, stay composed, and navigate workplace complexity
- Foster a positive team culture and stronger relationships across the organization
- Enhance decision-making, communication, and overall leadership agility
- Lead change and drive performance through emotionally intelligent practices



Tailored Solutions

Training & Mentorships



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Women in Leadership

Closing the Gender Gap in Leadership

Impact Leadership Academy acknowledges that the gender gap in leadership is real and cannot be addressed through policy pronouncements alone. Hence, we are passionate about building confidence and capacity of female talent and showcase them through referrals. We have a Female Talent Pool (FTP) enabling us to place several women in senior executive roles and board directorship.

Why Gender Equality is important?



- Access to good quality jobs and access to assets [are key levers of change for women](#), communities, businesses, and economies—and fundamental drivers of economic growth, poverty reduction, and shared prosperity.



- Global GDP could rise by up to \$28 trillion by 2025 if women participate in the economy at the same rate as men ([McKinsey](#)).



- A basic financial account is key to women's stability but globally 65% of women, compared with 72% of men, have such an account—almost unchanged since 2011 ([Global Findex database](#)).



- Firms with at least 30% female leaders had net profit margins of up to 6 percentage points higher than firms with no women in the top ranks ([EY & Peterson Institute](#)).

Gender equality is not only a social and moral imperative but an instrument for development, (Source IFC)



Source: Outcome Paper Brainstorming Workshop March 2019



Women in Leadership

Key Considerations in Designing WIL Programs

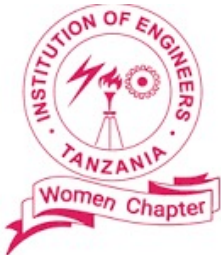
Impact Leadership Academy works partners with clients to design programs that address barriers identified in various studies and invest in training, coaching and mentorship aligned to individual needs.

Key Considerations

- 1) We focus on both confidence and capacity building
- 2) **Safe space** - where women can learn, share, and support each other
- 3) **Inspiring lifelong learning and intellectual curiosity** individually and collectively through learning fellowship and networks
- 4) **A blended approach** -to enable self-doubting women to be supported on a one-on-one basis (coaching & mentorship)
- 5) **Psychometric Tests** – to increase women readiness to take up leadership role
- 6) **Referral Services** – to increase visibility



Women in Leadership Programs Clients



Implemented a 2-year program aptly called Waendeleze Women in Agriculture funded by the RNE from a study of eco-systems in Poultry, Horticulture, and Spices sub-sectors, designing and delivering capacity and confidence-building training and coaching services.



We have a partnership with the Economic Society of Tanzania & UN Women to run the annual Sneakers & Heels Exposition which supports the empowerment of mid-career women and showcases women in male-dominated sectors of the economy.



The Founders & Partners

Full Time Engaged



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Facilitators



Rukaiya Abbas - Partner & Training Programs Manager

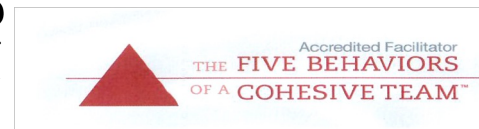
Impact Leadership Academy

She is a Certified Emotional Intelligence Practitioner, Certified Everything DiSC Facilitator and Risk Management Professional



Zuhura Sinare Muro – Managing Partner
Impact Leadership Academy

She is a Strategic HR Practitioner, Management Consultant, Career Coach. She is a certified Emotional Intelligence Practitioner & Master Trainer, Everything DiSC Facilitator, Accredited facilitator for the five behaviours of a cohesive team and Certified Board Director



Certified Board Director /Leader



Short Profiles

Key Staff and Retained Experts



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Impact Leadership Academy Leadership team



Zuhura Muro,
Managing Partner

25 years in strategic HR leadership & organisational effectiveness, senior management oversight as board chair and director for 20 years plus in Tanzania and East Africa based businesses. Intensive experience in leadership transformation and change management both in public & private enterprises.

Certified trainer and coach with Genos International, Wiley Education and faculty member of Uongozi Institute in Tanzania & Aalto Business School of Finland



Rukaiya Abbas
Partner –Programs
Management

Highly motivated Finance and Banking Professional with 8 years of consulting and training in organizational effectiveness, frontline leadership development and risk management.

She has led training and capacity building programs for clients in telecoms, banking, & manufacturing sectors which improved staff engagement and financial results.

Certified trainer and assessor with Genos International and Wiley Education



**Dr. Vitaliy
Smirnov**
Director –Management
Consultancy

15 years in business consulting across the world (Europe, Asia, Australis, Africa, North America) with specialization in turnarounds through improving the alignment between financial, business, market, stakeholder and operating models and ensure they are aligned and deliver the maximum of the value to the shareholders.

Doctor of Philosophy, PhD, University of Bedfordshire (United Kingdom)



Dorina Kilama
Director – HROD
Consultancy

20 of HR leadership in telecoms manufacturing & consulting sector in East Africa. Extensive expertise business structuring, managing merger & acquisition, change management & driving effectiveness and workforce engagement.

Bcom in Management Science and Certified trainer and coach of Genos International

Retained Expert



Victoria Karuga

Leading Talent Management
Solutions Expert

Victoria is a creative, dynamic, executive leader, and entrepreneur having begun her professional journey as a registered architect creating and transforming spaces for various organisations and later transitioning into Managing Director for Profiles International, a leading Talent Management Solutions provider.

Vicky's love for people stories saw her move into the people space where she has been involved in the last Eight years. It has seen her delve into the world of Psychometrics, Team coaching, Digital Learning and Emotional Intelligence. She is a certified Emotional Intelligence Master Trainer with Genos International, a leading Emotional Intelligence company globally. She also leads the Genos Pan Africa Distributor and this role is charged with certifying Genos EI Practitioners in Pan Africa and growing the Genos Brand within the Pan African Region.

She is also a trainer in the area of 'Understanding Psychometrics' where she teaches end users how to get the most out of psychometrics. She has been facilitating Trainings with corporates in the East African Region on Emotional Intelligence and Teams over the last Ten Years. It has seen her collaborate with various organisations like Kenya Institute of Management for the COYA awards, Uongozi Institute in Tanzania and with other clients in the region. She is also the COMESA Federation of Women In Business (Kenya Chapter) Chairperson and President. This organization is tasked with creating and fostering environments that enable women to create Wealth

Retained Expert

Vladyslav Gurov

Background

Key Project Experience



Role

- Consultant, En-Sync 8020, UK
- Associate, Requisite Organization International Institute
- General Manager, iHandover, UK

Consulting focus

- Requisite Organization / Stratified Systems Theory
- Organisational Design
- Job Analysis, Role Design, Time & Motion Studies
- Zero-based Labour Budgeting (Mining, Maintenance)
- Organization of Maintenance Execution System
- Maintenance Pit-Stop Approach by En-Sync 8020
- Value Driver Tree
- Frontline / Supervisory Leadership

Professional background

- 5 years of management consulting with En-Sync 8020

Education

- University of Westminster (UK), Masters of Laws (LLM) in International Commercial Law with Merit, Awarded 2014
- University of Kent (UK), LL.B. Law Degree, graduated in July 2013

Mining & Metals Company, Smelting Division (Canada):

- Analyse and define the roles in production function (superintendent, supervisors)
- Participate in the implementation of the Production System and Plant-wide Organisational Framework

Cement Manufacturing Company (Russia):

- business effectiveness plant review, audit of the maintenance function (maintenance execution system)
- review of contractor maintenance organisation
- time & motion studies of maintenance execution for key equipment
- improved maintenance planning & budgeting, reduction of maintenance time up to 75%, reduction of maintenance personnel

International Mining Company (Tanzania):

- Organizational design of the sustainability functions
- Levels of work, accountability, process and system development in accordance to the requirements of Requisite Organization

Mining Company (Kazakhstan):

- time & motion studies for frontline personnel to quantify the waste of resources caused by poor integrated planning across frontline teams
- time & motion studies of critical controls compliance (production & safety) in mining (drilling) and conveyor maintenance (process plant)
- support subject matter expert on 5 Year HR Strategy Development (including job evaluation)

Retained Expert



Delvine Mtunga

Seasoned HR Management
Practitioner

Ms. Mtunga is a seasoned Human Resources Management Practitioner and Consultant. She has extensive experience in Governance, gender, and organizational restructuring support. She holds a Masters' degree in Public SN Consultant Position Short Profile Affairs with a specialization in Human Resource Management from Kentucky States University, (USA), and has attended various management courses in and outside the country.

Her career span from working with Central and local governments, parastatal organizations and public institutions, private sector as both an employee and a consultant. Since she retired from mainstream employment, she has been consulting in her various areas of expertise with both public Institutions (such as RITA, TFDA & CAG) and several privately owned entities where she has been working as a Senior Consultant for over seven years.

Delvine's core competencies include General recruitment, Executive Selection, HR Consultancy covering many entire HRM cycle and provision of Outsourced HR Management services

Retained Expert



Dr. Deogratias Mbona

Representative Tanzania PUM
Netherlands, Senior Expert

Dr. Mbona is a Holder of: Bachelor of Business Administration (BBA) UDSM
Master of International Business (MIB) UDSM

Focus: Mentorship and Business Coaching, Training

The representative of the African Cotton And Textile Industries Federation (ACTIF) worked with the Ministry of Industry and Trade, and TANTRADE, to connect 11 Tanzania's companies to buyers from the USA through the Source Africa trade event, held in Cape Town, South Africa.

Since Jan 2016 to date has supported SMEs in different sectors to address different types of challenges affecting growth and prosperity of their businesses as the Representative of PUM Netherlands Senior Experts.

As Coach in the AFAWA Programme, I am advising 8 very successful female CEOs/Managing Directors in restructuring their businesses and access different sources of funds for growth of their businesses

Retained Expert



Joan Kimirei

Executive Coach & Certified
Emotional Intelligence Practitioner

Joan has extensive experience in development space. She has strong experiences in capacity building, coordination of multi-stakeholders, SMEs business development, youth development and gender both in public and private sector in Tanzania. She began her professional career as a community development specialist and transitioning into leadership coaching.

Before becoming a coach, she was with Teach & Media Convergency as Director. Prior to that, she served as the Country Director at International Youth Foundation. She also served as Chief Executive Officer at Tanzania Growth Trust.

She sits on the Board of Directors of Sasamani Foundation. Graduate of Women Leading Change-2018 and alumni of Erikson Coaching International.

Joan's passion is human growth with focus on youth and women. She believes that each one of us is resourceful and capable of living fulfilled lives. Her role is to open a door of possibilities aiming to serve and create change.

Retained Expert



Christian Peter Mpalanzi

Banker, Trainer & Certified
Emotional Intelligence
Practitioner

Christian is a Senior Associate Consultant at Lindam Academy. As Finance and Business Management Consultant, with keen interest, passion and expertise in Micro, Small and Medium Enterprises (MSMEs), his areas of expertise and experience cover Leadership Skills Training, Coaching (Certified Genos International Emotional Intelligence Trainer and Coach) and Entrepreneurship and Enterprise Development

Christian holds a Bachelor's Degree in Commerce and Management (BCom Finance) from the University of Dar es Salaam. Christian has also been trained and exposed both locally and internationally having gathered experience in most successful SME Markets in Africa, Europe, South East Asia, Middle East, India and China. He is also a Certified Public Accountant (CPA-T) and holds an Investment and Securities Certificate from Chartered Institute of Securities and Investment London.

Prior to becoming a consultant, Christian worked for several organisations. Up until 30th June 2021, he was the SME Finance Advisor at The Financial Sector Deepening Trust (FSDT). While at FSDT, Christian played a key role in expanding access and usage of financial services and products to the SMEs Market in Tanzania.

Christian has also managed and participated in projects that established new greenfield MSE Banks, rolling out best practice SME banking model, business formalization and improvement in business environment, Experiential Learning based - BDSPs Trainers Guide Modules Development, credit markets expansion and client information sharing and feasibility study for establishing a private sector guarantee facility to support small and medium size processors of biofuels and clean cooking energy.



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