



# AMRO ALZGHOUL

PhD (Leadership and HRM),  
Executive Coach, ACC

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## Bio Information

DoB: Dec, 11th 1986

Place of Birth: Amman, Jordan

Nationality: Jordanian

Marital Status: Married

## Education

- 2017. PhD in Business Management: Specializing in Human Resources Management and Leadership.

**Girne American University, Cyprus**

- 2013. Master's Degree in Business Development.

**Linnaeus University, Sweden**

- 2008. Bachelor's Degree in Computer Information System: Special Focus on: Principle of management, Micro & Macro Economics, Accounting, Marketing, VB. Net, HTML, and C++.

**Mu'tah University, Jordan**

## Additional Experience

- 2017 - Present. Reviewer at Personnel Review Journal, Emerald Journals.

- 2015 - Present. Reviewer at Journal of Technology Analysis & Strategic Management.

- 2019. Outside Contractor - Assessor and Data Analyst at Global Training Initiative (GTI), North Carolina, USA.

- 2018 - 2019. Member of Curriculum Development Work-group at Rancho Capability Building Project.

## Dr. Amro Alzghoul

An Academician and Leadership/Business Development Professional who blends between the rigor of academic research and on-the-ground best practices in order to come up with novel approaches to push organizational and individual performance forward. Holding a PhD in Business Management with a special focus on Leadership from Girne American University in Cyprus. In addition, a MS in Business Development from Linnaeus University, Sweden, and a B.Sc. in Computer Information Systems from Mutah University, Jordan.

In PhD dissertation, the impact of authentic leadership on employees and how it shapes workplace climate, creativity and job performance has been researched. Moreover; tested the moderating role of knowledge sharing in the model, as well as the mediating role of workplace climate on the relationship between authentic leadership and positive organizational outcomes.

I have more than seven years' teaching experience on Business courses ranging from Entry-level to senior-level courses and successfully supervising Master students in their thesis. Currently, I am working as an Assistant Professor at the Business Management Department, Amman Arab University, Jordan. I have worked as Academic Adviser, coach and Trainer at AlKhaleej Training and Education (Rancho Capability Building Project at Al Bahah College of Technology) (Nov 2017 - Jan 2020) in Saudi Arabia. Also I have worked as a Lecturer of Business Management at Kamal Ali Educational Center, Jordan (Feb 2014 - Oct 2017 'Part time'), and when I was Master student I worked as Lecturer at Norrbotten Cultural Center, Sweden (Sept 2010- Jun 2012).

## Work Experience

2020 - Assistant Professor / HRM

Present

Amman Arab University / Business Management Dept.

The main objective is to enhance the knowledge, growth and overall development of the students as well as that of the universities. Also to make a strong contribution in teaching and research by publishing research work in various journals and scholarly papers. Indeed, to teach the graduate as well as the undergraduate students and guide them on their career advancement. As a result contributing in achieving the mission of the universities.

2017 - 2020 Executive Coach (Training Manager, Academic Adviser Lead)

AlKhaleej for Training and Education at Al Bahah College of Technology (BCT), Saudi Arabia

My main job focus is to build BCT leadership capabilities by analyzing their learning needs through coaching, training, observing work productivity and quality within the scope of their jobs. I have been, too, working with the staff/instructors of BCT to build their capabilities with respect to increasing learning quality within their classes and overall management.

2014 - 2017 Lecturer

Kamal Ali Educational Center, Jordan

Worked as a Lecturer in delivering different knowledge-oriented content in various subject matters related to management.

2010 - 2012 Lecturer

Norrbotten Cultural Center, Sweden

Helped in teaching and training Syrian and other refugees in different subjects such as Management and Computer. This program was organized in collaboration between Norrbotten Cultural Center and Meborgarskolan in Luleå, Sweden.

- 2018 - 2019. Team lead and Member of Executive Leadership & Administration Work-group at Rancho Capability Building Project.

- 2018. Member of Strategic & Operational Plans committee at AlBahah College of Technology.

## Courses Taught

- Principles of Management
- Organizational Behavior
- Operations Research
- Project Management
- Production & Operations Management
- Leadership and Teamwork
- Labour Law and Industrial Relations
- Entrepreneurship Management
- Knowledge Management
- Small Business Management
- Human Resource Management
- Human Resource Information System
- Management Information Systems
- E- Business

## Academic Supervision Activity, Master Students

- The Impact of Total Quality Mgt on Employee's Performance in Jordanian Commercial Banking Sector: The Moderating Role of Employees' Attitudes
- The impact of organizational justice on job excellence in Jordanian universities
- The impact of organizational culture on employee engagement in Jordanian private hospitals
- The impact of transformational leadership in innovation at Jordanian Commercial Banks
- The Impact of Strategic Agility on Work Pressures in International NGOs in Jordan
- The Impact of Organizational Values in Job Performance Among Employees at Tiji Governmental Hospital/ Libya

## Professional Certification

- 2019. Associate Certified Coach (ACC)
- 2019. Global Leadership Assessment (GLA360) Certified Professional
- 2018. Certified Transformative Coach
- 2018. Certified Professional Leader
- 2018. Certified HR Expert
- 2017. Certified Professional Trainer

## Publications

- Khaddam, A. A., **Alzghoul, A.**, Abusweilem, M. A., & Abousweilem, F. (2021). Business intelligence and firm performance: a moderated-mediated model. *The Service Industries Journal*, 1-17. <https://doi.org/10.1080/02642069.2021.1969367> (SSCI, IF: 8.63, Q1)
- Alsmairat, M., AboAlsamh, H., & **Alzghoul, A.** (2021). The Interplay among Organizational Sourcing, HRM Proficiency: A Mediated-Moderated Model. *Academy of Strategic Management Journal*, 20(6). (Scopus, Impact Factor 1.032)
- Mert, İ. S., Sen, C., & **Alzghoul, A.** (2021). Organizational justice, life satisfaction, and happiness: the mediating role of workplace social courage. *Kybernetes*. <https://doi.org/10.1108/K-02-2021-0116> (SSCI, IF: 1.754, Q1)
- Elrehail, H., Rehman, S. U., Chaudhry, N. I., & **Alzghoul, A.** (2021). Nexus among cyberloafing behavior, job demands and job resources: A mediated-moderated model. *Education and Information Technologies*, 1-19. <https://doi.org/10.1007/s10639-021-10496-1> (SSCI, IF: 2.01, Q1)
- Elrehail, H., Harazneh, I., Abuhjeeleh, M., **Alzghoul, A.**, Alnajdawi, S., & Ibrahim, H. M. H. (2020). Employee satisfaction, human resource management practices and competitive advantage. *European Journal of Management and Business Economics*. <https://doi.org/10.1108/EJMBE-01-2019-0001> (ESCI, Scopus, Cite Score = 1.57).
- **Alzghoul, A.**, Elrehail, H., Emeagwali, O. L., & AlShboul, M. K. (2018). Knowledge management, workplace climate, creativity and performance. *Journal of Workplace Learning*, 30 (8), 592-612. <http://doi.org/10.1108/JWL-12-2017-0111> (ESCI, Thomson (ISI), Scopus, ABDC, Impact Factor 1.14)
- Elrehail, H., Emeagwali, O. L., Alsaad, A., & **Alzghoul, A.** (2018). The impact of Transformational and Authentic leadership on innovation in higher education: The contingent role of knowledge sharing. *Telematics and Informatics*, 35(1), 55-67. <http://doi.org/10.1016/j.tele.2017.09.018> (SSCI, Thomson (ISI), Scopus, ABDC, Impact Factor 3.4).
- **Alzghoul, A.** (2017). The Role of Leadership Style on Employee Outcome: An Overview. *American Academic & Scholarly Research Journal*, 9(5).
- **Alzghoul, A.**, Elrehail, H., Saydam, S., Alnajdawi, S., & Al'Ararah, K. (2016). The impact of corporate social responsibility on corporate reputation using Marketing as Moderate variable. *International Journal of Online Marketing Research*, 2(1), 1-13.
- Elrehail, H., **Alzghoul, A.**, Saydam, S., Alnajdawi, S., & Al-Ararh, K. (2016). The Role of Knowledge Sharing Mechanism in the Development of Pricing Strategy. *International Journal of Online Marketing Research*, 2(1), 53-61. <http://doi.org/10.5455/IJOMR.204243>

## Key Achievements

- Analyzed the current situation meticulously of BCT in terms of students' learning and graduates employability. And succeeded in advancing learning experience within BCT classes and following-up with graduates to ensure securing appropriate jobs.
- Supervised and developed job descriptions (JD) for all college positions at BCT.
- Participated in developing Strategic & Operational Plans, and Delegation Plans.
- Led the development of 51 suggested curricula frameworks for the Marketing Diploma as part of the TVTC Flexible Program for Technical and Vocational Colleges of KSA.
- Contributed to the development of assessments, analysis, and reporting of findings of 7 Saudi Technical and Vocational colleges as part of CBC+ Phase One project for the International Technical Colleges and TVTC, KSA.
- Adopted state-of-the-art research methodologies to thoroughly pursue different aspects of Human Resource Management (HRM) and Human Development (HD).
- Succeeded in researching the impact of knowledge management and sharing in increasing performance on both individual and organizational level.
- Promoted student learning within educational institutions through applying student-centered learning process and aligning teaching and administrative practices to meet certain Key Performance Indicators (KPIs).
- Effectively participated in helping senior management to increase their awareness through coaching and mentoring.
- Fostered Change Management in organization through a hierarchical approach that starts focusing on Leadership to propagate change through organization's joints and levels.
- Carried out a successful case-study of process improvement at SCANIA Corporation in Sweden by gathering data at different organizational levels and analyzing them to come up with more efficient yet, cost-effective processes to improve production lines.

## Key Qualifications

- An understanding of, and an interest in, how adults learn.
- Expertise in a particular subject area or areas.
- Excellent research skills.
- Written and verbal communication skills.

## Professional Training

- 2019 Project Management Professional

- 2010 Operations Management Training

## Languages

1. Arabic - Mother Tongue
2. English - Fluent
3. Swedish - (SFI- C nivå)

## References

**Dr. Christopher J. Mackie**

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**Phone:** +1 (609) 933-1877

**Dr. Imad Alsyouf, Associate Prof.**

**E-mail:** lalsyouf@sharjah.ac.ae

**Phone:** +971 (6) 505 0918

**Dr. Lawrence Emeagwali**

**E-mail:** lawrenceemeagwali@gau.edu.tr

**Phone:** +90 (392) 650 2000

- Strong relationship-building skills to build networks.
- Effective organization and time management skills with ability to work under pressure.
- Self-motivation and "Can do" attitude including creative problem-solving abilities.
- Ability to multitask and work efficiently in a fast-paced environment.
- Strong communication skills and IT fluency.
- Proactive in achieving results and seeking improvements.
- Ability to handle day-to-day workload within the team.

## Academic Services

### Department Level:

- Member of Comprehensive Exam Committee.
- Member of Website Committee.
- Head of E-Learning Committee.
- Member of Quality Assurance Committee.
- Member of Proficiency Examination Committee.
- Member of Course Syllabus Committee.
- Member of Graduation Projects Committee.

### Faculty Level:

- Member of AACSB Accreditation Committee.
- Member of Quality Assurance Committee.
- Member of PhD Program Committee.
- Member of E-Learning Committee.
- Member of Committee for the Creation & Development of Academic 'Programs and Specializations'.

### University Level:

- Member of Quality Assurance 'Control and Audit' Unit.
- Session Rapporteur on Scientific Research in the Digital Age Conference. Amman Arab University.
- Member of Strategic Advisory Committee for the Development of Key Performance Standards
- Member of Ethics Committee for University Dissertation and Thesis