



ESA
BUSINESS
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SOFT SKILLS WORKSHOPS



SOFT SKILLS WORKSHOPS

WRITING EFFECTIVE RESUMES

This workshop is for you if:

- You already have a resume and you would like to enhance it
- You don't have a resume and you need to write one from scratch

Objectives

- Learn why an effective resume is important in job search
- Understand what comprises an effective resume
- Write a resume that suits your experience

Program

1. Types of resume, resume sections and content
2. Creating attractive visual for resume
3. Tailoring your resume to jobs

Target	Everyone
Language	English
Date	Saturday 26 January 2019
Time	from 10:00am to 1:00pm
Location	Room C25
Participation fees	20\$ ESA Students 30\$ ESA Graduates

Coffee break is offered to the attendants

Moderator

Muriel GARAUD

(ESA - Executive MBA 2004)

Human Resources and OD Consultant

For more info:

Alumni Career Services

01.373 373 ext. 1102

emploi@esa.edu.lb



Muriel Garaud

Muriel Garaud is a seasoned HR professional with 20+ years of diverse HR experience. She is currently an HR consultant focusing on organizational development and leadership assessment topics.

Muriel has gained in depth HR experience working in highly innovative industries in regional and multinational companies such as Microsoft, Johnson and Johnson, Murex, Eli Lilly, France Telecom Lebanon (Cellis), Debbas and operating in multi countries environments and highly matrix organizations.

Throughout her experience Muriel covered various countries and geographies (Levant, Maghreb, Gulf, US, France) and combined HR Management together with Organizational Development and Center of Expertise responsibilities.

Her expertise encompasses talent management, organizational development, learning, change management and leadership coaching and development.

She is also an MBTI practitioner, a 360 degrees facilitator, a competency based interviews (targeted selection DDI) administrator and trainer and a Crucial Accountability internal trainer.

Muriel graduated from Saint-Joseph University Beirut with a BA in Industrial and Organizational Psychology in 1994 that she complemented few years later with an MBA from ESA Business School (in association with ESCP-EAP) in 2004.



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GETTING YOUR JOB SEARCH STARTED

Objectives

While looking for work can be an exciting time, it can also involve fear and discomfort about change and the unknown. Whether you are already in the midst of a job search or just thinking about it, this workshop will help you to determine what your skill set is made up of, the kind of work that is important and realistic to include in your search, and how to get started. Today's job market is not the same as it was even five years ago. Knowing where to go, who to talk to, and the opportunities that are available will help to shift you from someone who dreams about having a job, to someone who has the job they always wanted.

What Will you Learn?

- The program will include tips and techniques from real cases and the best practices, group discussions and short fun selfie tests that help you understand your assumptions and readiness.
- Describe their skills, values, and beliefs about work and looking for opportunities.
- Demonstrate an understanding for the types of work available and where to go for more information.
- Recognize the differences and benefits available through career coaches, counselors, and mentors.
- Apply different approaches to job searching, such as networking and tapping into the hidden job market.

What Topics are Covered?

- Change and transitions
- The important stuff
- Skill and ability
- Vocation and strategy
- Resources
- The job market
- Invite your network
- Ready, set, goal!
- Thinking unconventionally to get what you want
- Getting things moving

Target	Everyone
Language	English
Date	Saturday 16 February 2019
Time	from 10:00am to 1:00pm
Location	Room C25
Participation fees	20\$ ESA Students 30\$ ESA Graduates

Coffee break is offered to the attendants

Moderator
Jacqueline MOUKHEIBER

For more info:
Alumni Career Services
01 373 373 ext 1102



Jacqueline Moukheiber

Jacqueline Moukheiber is a Human Resources Expert with over thirty years of diversified regional and international experience. Her expertise encompasses the design, development and implementation of leadership and talent development programs, assessment centers and performance management systems. She has taken on several strategic roles in her career in different sectors; distribution and sales, engineering, banking, education and the non-profit sector. She is currently a managing partner and shareholder of LEAP, a management consulting and coaching firm. Jacqueline has coached several professionals on personal productivity, effective personal leadership, motivational leadership, resilience and work/life balance. She has taught Strategic Human Resources at both the American University of Beirut and St. Joseph University. She has delivered training throughout her career to a diverse set of audience ranging from grass root NGOs, start-ups, students and executive managers. She is a certified business coach (CTA), a member of the Lebanese Coaching Association (LCA) and an accredited MBTI assessor, and a licensee of LMI (one of the leading Leadership Development franchise in the USA). Jacqueline holds a Master's degree from the Kennedy School of Government at Harvard University (1997) and a BE in Civil Engineering from the American University of Beirut (1984).



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SUCCESSING AT JOB INTERVIEWS

This workshop is for you if:

You want to sharpen your skills to stand out in front of future employers and maximize your chances to get hired

Objectives

This is an interactive workshop where participants learn how to prepare for interviews, practice how to handle behavioral interviewing and present best themselves to employers.

Program

1. Preparing for interviews
2. Understanding the different types of interviews
3. Dealing with competency based interviews
4. Post interview actions

Target	Everyone
Language	English
Date	Saturday 9 March 2019
Time	from 10:00am to 1:00pm
Location	Room C25
Participation fees	20\$ ESA Students 30\$ ESA Graduates

Coffee break is offered to the attendants

Moderator
Muriel GARAUD
(ESA - Executive MBA 2004)
Human Resources and OD Consultant

For more info:
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emploi@esa.edu.lb



Muriel Garaud

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Muriel graduated from Saint-Joseph University Beirut with a BA in Industrial and Organizational Psychology in 1994 that she complemented few years later with an MBA from ESA Business School (in association with ESCP-EAP) in 2004.



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BUSINESS WRITING THAT WORKS

Objectives

We all know what good writing is. It's the novel we can't put down, the poem we never forgot, and the speech that changes the way we look at the world. Good writing is the memo that gets action and the letter that says what a phone call can't.

In business writing, the language is concrete, the point of view is clear, and the points are well expressed. Good writing is hard work, and even the best writers get discouraged. However, with practice you can feel more confident about your own writing. This two-day workshop will give you the tools to become a better writer.

What Will you Learn?

- The value of good written communication.
- How to write and proofread your work so it is clear, concise, complete, and correct.
- How to apply these skills in real world situations.
- The proper format for memos, letters, and e-mails.

What Topics are Covered?

- The four C's: clear, concise, complete, and correct
- Word agreement
- Active and passive voice
- Sentences and sentence types
- Readability index
- Manners and courtesy
- Practical and inclusive language
- Sentence construction and punctuation
- Writing business letters, memos, and e-mails
- Spelling and proofreading
- Reviewing your writing

Target	Everyone
Language	English
Date	Saturday 30 March 2019
Time	from 10:00am to 1:00pm
Location	Room C25
Participation fees	20\$ ESA Students 30\$ ESA Graduates

Coffee break is offered to the attendants

Moderator
Jacqueline MOUKHEIBER
Managing Partner
LEAP CONSULT

For more info:
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emploi@esa.edu.lb



Jacqueline Moukheiber

Jacqueline Moukheiber is a Human Resources Expert with over thirty years of diversified regional and international experience. Her expertise encompasses the design, development and implementation of leadership and talent development programs, assessment centers and performance management systems. She has taken on several strategic roles in her career in different sectors; distribution and sales, engineering, banking, education and the non-profit sector. She is currently a managing partner and shareholder of LEAP, a management consulting and coaching firm. Jacqueline has coached several professionals on personal productivity, effective personal leadership, motivational leadership, resilience and work/life balance. She has taught Strategic Human Resources at both the American University of Beirut and St. Joseph University. She has delivered training throughout her career to a diverse set of audience ranging from grass root NGOs, start-ups, students and executive managers. She is a certified business coach (CTA), a member of the Lebanese Coaching Association (LCA) and an accredited MBTI assessor, and a licensee of LMI (one of the leading Leadership Development franchise in the USA). Jacqueline holds a Master's degree from the Kennedy School of Government at Harvard University (1997) and a BE in Civil Engineering from the American University of Beirut (1984).



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KNOW YOURSELF AND ACT UPON

Objectives

- Acquire points of references on personality types
- Know yourself better
- Highlight your human skills and detect your weaknesses
- Start a change

Program

1. Individual tests
2. Discussions and sharings
3. Enneagram tool's presentation
4. Individual action plan

Target	Everyone
Language	English
Date	Saturday 4 May 2019
Time	from 10:00am to 1:00pm
Location	Room C25
Participation fees	20\$ ESA Students 30\$ ESA Graduates

Coffee break is offered to the attendants

Moderator
Perrine MALAUD WAKIM
(ESA - Executive MBA 2007)
Health Care Unit Manager
ESA Executive Education

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Perrine Malaud Wakim

Graduated from the University of Paris - La Sorbonne with a degree in Business and Communication, a Masters in Literature and an Executive MBA from ESA-ESCP Europe. Perrine has twenty years of experience in Project Management and Consulting and more than ten years in Healthcare sector. She has worked in Europe and Asia, has travelled and done consulting for a large number of companies before arriving in Lebanon in 2005.

Perrine Malaud Wakim has been working for the Ecole Supérieure des Affaires (ESA) Business School since her arrival in Lebanon. Her main fields are in Capacity Building, Strategic Consulting and Project management. She is now in charge of the Healthcare Unit.

Four years ago, Perrine started to enhance her skills in Non Violent Communication and coaching. She is now a certified coach and specialist of Enneagram tool of personal development.



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BUSINESS COMMUNICATION

Objectives

- Change the way you deal with people around you
- Achieve corporate goals through effective communication
- Develop your professional network

Program

1. Communication purposes
2. Verbal communication vs non verbal communication
3. Communication techniques for different audiences
4. Different ways of communicating based on the situation
5. The Marketing Communication / communicating with the market

Give-away

All participants will benefit from a one-on-one digital assessment for their business after the workshop.

Target	Everyone
Language	English
Date	Saturday 18 May 2019
Time	from 10:00am to 1:00pm
Location	Room C25
Participation fees	20\$ ESA Students 30\$ ESA Graduates

Coffee break is offered to the attendants

Moderator
Carla SOUAIBY JALBOUT
(ESA - Executive MBA 2011)
Founder
KOUDOURAT RESOURCES & SOLUTIONS

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emploi@esa.edu.lb



Carla Souaiby Jalbout

Carla Souaiby Jalbout is the founder since 2015 of Koudourat Resources & Solutions, an HR Consultancy firm specialized in providing HR support for businesses in Lebanon and the Mena Region. Carla has 20+ years of diverse hands-on human resources and management experience in different businesses and sectors. Her experience covers extensively the entire employment life cycle. She led initiatives covering the design and implementation of internal policies and procedures, training and development programs, compensation and benefits, performance management systems, job analysis and recruitment processes. She holds a Masters Degree in Economics from USJ, an Executive MBA from ESA Business School and an HR Certification from SHRM. Since 2015, Carla is a Professor at ESA Business School, responsible of the Personal Development Course for the BBA 2nd year Students.



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SOFT SKILLS WORKSHOPS

SALES SKILLS FOR NON-SALES PEOPLE

This workshop is for you if:

- You started working in a sales environment
- You have your own business but lack the sales skills that help you acquire customers
- You want to build your people skills to become a more convincing, charismatic, strategic, and confident business professional

Objectives

This training introduces you to the world of sales, preparing you to develop any business, including your own. You will be equipped with the basic tools and sales processes that will allow you to handle any sales circumstance, whether you are marketing yourself, selling a tangible product, or promoting a professional service.

Program

1. Old vs New Sales Model:
 - Building Strong Relationships
 - Understanding needs
 - Prescribing solutions
 - Closing deals
 - Following up
2. Mastering business negotiations
3. Understanding the Account Management Process
4. Exploring the skills that shape a great sales person

Target	Everyone
Language	English
Date	Saturday 1 June 2019
Time	from 10:00am to 1:00pm
Location	Room C25
Participation fees	20\$ ESA Students 30\$ ESA Graduates

Coffee break is offered to the attendants

Moderator
Ralph Chammas
 (ESA - MBA 2016)
 General Manager
WIDEBOOST S.A.R.L

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emploi@esa.edu.lb



Ralph Chammas

Current Roles

Ralph is the founder and general manager of Wideboost, a boutique management consulting and training company based in Lebanon. In addition to his role at Wideboost, Ralph is a startup mentor at Flat6labs and a soft skills instructor at the Saint Joseph University (USJ).

Passion and Skills

Ralph is passionate about influencing people and making a positive change in the world. He is experienced in communication, research, strategic planning, sales, marketing, and entrepreneurship.

Education

Ralph holds an M.B.A from ESCP Europe/ESA Business School, an Entrepreneurship certificate from Harvard Business School HBX, a corporate training certificate from the MSI Institute, and a Bachelor of Engineering from the Lebanese University.



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SOFT SKILLS WORKSHOPS

INCREASE YOUR CHANCES TO FIND A GOOD JOB OR MAKE THE RIGHT CAREER MOVE

This workshop is for you if:

- You are stagnating in your current role
- You are not sure if your CV reflects well your profile and skills
- You are seeking employment and not sure where to start
- You are wondering whether you are on the right career track and what should be your next career move?

Program

- General Assessment of your CV with recommendations
- General Assessment of your professional track record with recommendations
- Q&A session

Target	Everyone
Language	English
Number of Participants	Maximum 10 with individual sessions of 20 minutes (Workshop confirmed as of 6 registered participants)
Date	Thursday 11 June 2019
Time	Time: on appointment from 2:00 to 7:00 PM 2:10 2:30 2:45 3:05 3:10 3:30 3:45 4:05 4:10 4:30 4:45 5:05 5:10 5:30 5:45 6:05 6:10 6:30 6:45 7:05
Location	Room C25
Participation fees	20\$ ESA Students 30\$ ESA Graduates

Coffee break is offered to the attendants

Moderator
Patricia ZAHR
Executive Search Manager/Certified Assessor
Near East Consulting Group
Business Manager

For more info:
Alumni Career Services
01.373 373 ext. 1102



Patricia Zahr

Patricia Zahr joined NECC back in 1992. After 5 years in Management Consulting, she moved to Human Resources and Executive Search. She successfully led hundreds of search mandates in MENA region placing Senior Executives in diversified sectors. She is also a Certified Assessor by top-notch British Institutions eligible to set up and run Assessment Centers. Since 2008 to date, she is part of the Alexander Hughes network, a Top-notch Global Executive Search firm, headquartered in Paris, with direct presence in more than 40 countries worldwide.



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BOOST YOUR CAREER WITH LINKEDIN

This workshop is for you if:

- You want to optimize the usefulness of your LinkedIn.

Objectives

- Be able to use LinkedIn to position yourself as a professional in your field.
- Be able to build up a network that benefits you in your business and professional development.

Program

- Complete your LinkedIn profile
- How to build your LinkedIn network
- How lead generation works on LinkedIn
- How to use LinkedIn to market yourself
- How to measure the ROI of your LinkedIn efforts

Give-away

All participants will benefit from a one-on-one digital assessment for their business after the workshop.

Target	Everyone
Language	English
Date	Saturday 22 June 2019
Time	from 10:00am to 1:00pm
Location	Room C25
Participation fees	20\$ ESA Students 30\$ ESA Graduates

Coffee break is offered to the attendants

Moderator

Roland AOUN
(ESA – MS Marketing 2011)
Digital Marketing Consultant
Founder
Blue Grapes Marketing

For more info:

Alumni Career Services
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ampls@esa.edu.lb



Roland Aoun

For more than 7 years now, I've been assisting companies in generating sales from their marketing activities, using digital and nondigital media and channels, with experience in diverse sectors.

Working with small and large organizations from local to multinational firms, has boosted my portfolio with varied projects which allowed me to record success stories on the levels of its volume and caliber.

I am a profound believer in the synergy that must exist between the marketing function and all other departments of a company, thus I have leveraged my skills through the condensed career path I've been following for the sake of this purpose. I am currently working with companies from different sectors and sizes, providing them with outsourced «Marketing Manager Services». Simply said, I provide services that enable them to transform their standard "marketing and sales" function into a more efficient one in hope of improving their business performance and increase their organizational revenue.

As a proficient speaker and trainer, I've conducted numerous workshops and seminars on topics falling under the umbrella of "marketing and sales" to numerous audiences. I am as well, a marketing instructor in a few universities located in Lebanon.

After serving in several positions as a marketing & sales manager, I've decided to launch my own business entitled "Blue Grapes Innovative Marketing"; a boutique consulting firm, specialized in digital marketing & marketing manager services.

Areas of Expertise

Strategic Marketing
Digital Marketing
Guerrilla Marketing
Marketing Management

Scope of Industries

Training & Consulting
Higher Education
Sports, Fitness & Recreation
Retail Insurance
Security
Food & Beverage
Hospitality
Healthcare
Business to Business

Qualifications

Master's in Marketing & Communication,
"École Supérieure des Affaires" (ESA-ESCP),
Beirut – Lebanon.

Master's in Digital Marketing,
"Digital Marketing Institute".



SOFT SKILLS WORKSHOPS

PERSONAL BRANDING FOR CAREER SUCCESS

This workshop is for you if:
You aspire to establish your own imprint

Objectives
To provides participants with an understanding of personal branding and guides them through the process of building a Personal Brand using a step-by-step system.

- Program**
1. What is a Personal Brand and why does it matter?
 2. Your Personal Brand
 3. Building Your Personal Brand-Step by Step guide
 4. Your Personal Brand strategy
 5. Communicating your Personal Brand
 6. Telling Your Story

Target	Everyone
Language	English
Date	Saturday 6 July 2019
Time	from 10:00am to 1:00pm
Location	Room C25
Participation fees	20\$ ESA Students 30\$ ESA Graduates

Coffee break is offered to the attendants

Moderator
Joyce ABI NADER
HR Director
SANOFI

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Joyce Abinader

Joyce is a Senior Human Resources professional with 20 years of experience and a solid career in both Strategic and Operational HR, at multinational companies in Life Sciences, Telecommunications, Consulting services, and FMCC.

A results oriented HR leader with experience in organizational development, change management, employee engagement, leadership development, strategic planning and employee relations at continental levels in the Middle East and Africa, and Talent Acquisition on a global level.

Joyce is recognized for her ability to engage with senior management teams to shape organizations as well as building and leading HR organizations that achieve results.

Joyce is currently Head of Talent Acquisition for the Middle East region at Sanofi.

She holds an MBA from the University Of Leicester School Of Management in the UK, and an undergraduate degree in Business Administration from USEK in Lebanon.
She speaks Fluently Arabic, English and French



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PUBLIC SPEAKING

Objectives

- Overcome your fear in front of a group
- Use verbal and non-verbal communication to enhance your speech
- Capture and maintain audience's attention
- Structure your speech properly and get the best outcome
- Be aware about what to wear and what to eat before the delivery
- Know the good posture to maintain the audience attention
- Find our best voice tone and enhance it to be powerful
- Use properly gestures and movement to be effective during the presentation (Facial expression, using the space, dealing with objects and technology...)

Program

1. Speech structure
2. Tips for a good intro & conclusion
3. What should I put in the body of my speech
4. Vocal variety exercises and body Language importance
5. Prepare the elevator speech
6. Record the speech and then watch it with colleagues
7. Get Feedback (points to enhance and others that I did right)

Target	Everyone
Language	English
Date	Saturday 20 July 2019
Time	from 10:00am to 1:00pm
Location	Room C25
Participation fees	20\$ ESA Students 30\$ ESA Graduates

Coffee break is offered to the attendants

Moderator
Roula EID SAWAN
 Team Coach, Trainer, Managing Partner
TEAM IN MOTION

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Roula Eid Sawan

Roula is the managing partner at TEAM IN MOTION (Specialized Company for team building activities, Team Coaching & personal development training) and is the director of Youth & Culture Center at Zouk Mikael municipality. She is a Certified Team Coach from ORSC-CRR Global San Francisco and member at ICF (International Coach Federation) and a personal development trainer.. Besides, she delivers workshops at several universities as USJ, ESA & Antonine University-UPA. Holder of a Master degree in Commercial and Industrial business Administration from St Joseph University, she also earned the Train of Trainers from UFE. Roula is the Ambassador for the MENA region of the international Organization "Female Wave of Change (FWoC), board member at MEPI LAA (Middle Eastern Partnership Initiative) and is an activist in several NGO's to empower & motivate youth and women. Believing deeply that a woman can lead and be an efficient player in her country's development, Roula is a member of BPW - Business & Professional Women International. She was the Vice-President in Parents Committee at SSCC Sioufi & member at LASIP (Lebanese Association for sports Injuries prevention) Having worked earlier in her career as Purchasing Manager at the BHV Store (1999- 2005), then Divisional Manager at ABC Store (2005-2007) and General Manager for the American Franchise "Curves for Women" (2007-2010), Roula hosted recently a TV emission called #iza-baddek (which means #if-you-want) and it was an awareness emission giving the choice for people to change in their skills and shine from within. Her mission is to create awareness in the community highlighting the importance of the teamwork and communication in our daily life. Her hobbies are hiking, biking, swimming and caving. She is married to Marwan Sawan and have 3 kids Rhea, Lynn & Anthony.



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SOFT SKILLS WORKSHOPS

MANAGE YOUR BOSS

The concept of MYB workshop is based on simple facts:

- Upwards management concerns more people than team management:
 - o Each manager has at least 4 to 6 employees
 - o Each manager has a manager (or almost)
- Yet, there is no program on upwards management; there are plenty of programs on how to manage teams
- Today, most of us wait to be managed by our bosses, thinking we have no power to reverse management!

Objectives

At the end of the workshop, you will be aware of the benefits of upward management and will be able to:

- Enhance the quality of your day-to-day interactions with your manager
- Help your manager be more effective
- Build constructive relationship with your manager on the short term, and boost your career on the long term

Program

- Setting the scheme (includes a situational case)
- Proposed approach dealing with each of the 6 main types of managers:
 - o The telling traits
 - o The 7 dos
 - o The 3 don'ts
 - o Assess your tolerance
 - o The secret strategy
- The 'ideal' leader and how to help each type of manager reach full potential

Target	Everyone
Language	English
Date	Saturday 14 September 2019
Time	from 10:00am to 1:00pm
Location	Room C25
Participation fees	20\$ ESA Students 30\$ ESA Graduates

Coffee break is offered to the attendants

Moderator

Ziad Hamdan
 (ESA - Executive MBA 2014)
 Independant Consultant
 and Business Development Manager
ALLIANZ SNA

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Ziad Hamdan

Ziad Hamdan is a consultant in strategy and management with more than 10 years of international experience mainly in the telecommunication, media and financial services in Europe, Africa and the Middle East. His areas of expertise embrace several functional areas such as sales, marketing, business development, human resources, and program management.

Currently, Ziad holds the position of Business Development Manager at Allianz SNA for Bancassurance activities. On top of this, Ziad facilitates and conducts workshops on management and consulting. He also lectures masters' students at "CNAM-ISSAE" (Beirut, Lebanon) on Team management.

Ziad holds a degree in Telecommunications and Network Engineering delivered by the Institut National Des Sciences Appliquées (France) and an Executive MBA delivered by the Ecole Supérieure des Affaires & Ecole Supérieure de Commerce de Paris - Europe.



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HOW TO THINK OUTSIDE THE BOX

This workshop is for you if:

- You are looking to ignite your creativity , you find difficulty to think creatively and you only see obvious solutions to the problems you face.

Objectives

- Learn to Think Creatively
- Adopt known methods that enable you to think outside the box
- Avoid pitfalls and Traps that hinder the flow

Program

- Our Brain , its creative functions
- DE BONO 6 Thinking Hat
- Mind Mapping
- Applied Exercises

Target	Everyone
Language	English
Date	Saturday 5 October 2019
Time	from 10:00am to 1:00pm
Location	Room C25
Participation fees	20\$ ESA Students 30\$ ESA Graduates

Coffee break is offered to the attendants

Moderator

Georges SAAB
(ESA - Executive MBA 1999)
Senior Partner
Knowledge Development Co

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Georges Saab

Current position

Senior Partner at Knowledge Development Company s.a.r.l. (KDC).

Previous positions

Group HR Manager at DEBANE SAIKALI GROUP (2011-2016)
Chief Human Capital Officer (CHCO) at LITAT Group (2010-2011)
Chief Human Capital Officer (CHCO) at Tecom Investments (2008-2010)
Chief Human Resources Officer (CHCO) at Chalhoub Group (2000-2008)

Key Qualifications

A professional trainer, consultant and human resources practitioner with more than thirty years of experience. Mr. Saab has extensive knowledge of Talent management trends and practices in the region. He has in-depth expertise in designing and implementing human resources systems and procedures including recruitment, performance appraisal, compensation & benefits and career development. He is familiar with and able to use internationally recognized HR Tools (such as: Lominger "Leadership architect", Targeted Selection-DDI, Insights Discovery, Profiles International assessments and trainings...)
His Bespoke Trainings include: The 5 Disfunctions of a Team, Team Performance Model, OCI (Organization Culture Inventory), Dennison culture assessment tool, Mind Mapping, The Carrot Principle, Emotional Intelligence, Best Practice Appraising and Positive Leadership. During the past two decades, designed and delivered more than 200 training events in Lebanon, Arab countries and Iran that reached top and middle managers. In addition, he co-designed and co-facilitated the Leadership + program at the Chalhoub group of companies and assisted in designing the "LEAP" program (an executive education course for Chalhoub talent pool) and established the "Chalhoub Retail Academy " (Delivering 3 certifications, an Edexcel UK approved center). Furthermore he co designed and co facilitated the Middle Management Program of Debbane Saikali Group.

Education

- 1998-1999 Executive M.B.A. Ecole Supérieure des Affaires, Beirut Lebanon
- 1979-1988 BA, International Affairs , Lebanese American University, Beirut Lebanon

Certifications

- Accredited on Insights discovery (personality profiling) and its different tools for teams and sales personnel
- Accredited on Hay Job Evaluation point factor system
- Global professional in human resources (SHRM-HCI)
- Accredited on Emotional Social Competence Inventory by Hay Group
- Certified Fund raiser by IUPUI philanthropy center
- Certified on Targeted Selection by DDI

Membership

- Board member Human Resources Association , Lebanon
- SHRM (Society of Human Resources management, USA)
- Human Capital Institute
- ASTD (American Society for training and development)
- DHRE (Dubai Human Resources Forum) Board member for 6 years



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SOFT SKILLS WORKSHOPS

TIME AND STRESS MANAGEMENT

This workshop is for you:

- Because you are constantly faced with challenges of dealing with incoming "stuff" such as emails, calls, messages and difficulty of having to say "no" while your thoughts having to handle too many tasks at the same time.
- Because in your jobs, we also experience work-related stress due to lack of time. Too much pressure over a sustained period can however lead to a negative stressful situation.

Objectives

The Attendees will be able to after the training:

- Develop time management habits, question your time management and be a master time manager
- Identify Time Wasters and handle it
- Get any task done on time
- Overcome procrastination and perfectionist habits.
- Differentiate types of stress and stressors
- Take steps in handling stress
- Use techniques to manage stress at workplace

Program Description:

- What is Time Management
- Seven Essentials of Good Time Management Habits
- Self- Assessment: Detecting Your Time Robbers
- Time Management Matrix/ Urgent Vs Important Task
- Busy Vs Productive Work
- Handling Time Wasters
- Two biggest Time Robbers and how to handle them
- Saying "No" positively
- Setting Time Objectives and Planning
- Effective Stress Management
- Ten Top Sources of Stress in the workplace
- Recognizing four signs and symptoms of stress
- Four Essential steps in handling stress

Target	Everyone
Language	English
Date	Saturday 26 October 2019
Time	from 10:00am to 1:00pm
Location	Room C25
Participation fees	20\$ ESA Students 30\$ ESA Graduates

Coffee break is offered to the attendants

Moderator
Khaled TAYARA

For more info:
Alumni Career Services



Khaled Tayara

- Khaled Tayara is a graduate of Sorbonne - Paris, with a Bachelor Degree in International Private Law and a Master Degree in European Business Law.. He is a Management and Organizational Design & Development Trainer and NLP practitioner, and is accredited as a Team Management System Trainer.
- Mr. Tayara has over 20 years of experience in the field of Human Resources - HR, with extensive knowledge in human resources development (change Management, Performance Management and organizational Development) and implementation of Human Resources Management Systems - HRMS and E-learning courses.
- He has worked in various industries such as Advertising & Communication, Telecom, FMCC, pharmaceuticals and High Tech Manufactory in the GCC and the MENA region.
- He also taught Human Resources Management for Executive MBA students at the AUB and USJ, as well as HR Certificate at the AUB Extension Programs, he is currently teaching the BBA students at the ESA : Introduction to HR management.



SOFT SKILLS WORKSHOPS

EMOTIONAL INTELLIGENCE: IS IT REALLY USEFUL? HOW CAN WE DEVELOP THIS SKILL?

This workshop will interest you if:

- You want to understand how emotion management is part of people management
- You want to develop your leadership skills
- You want to understand what is meant by "the leadership clinical paradigm"

Objectives

- Learn Emotional Intelligence models
- Apply these models to management cases of success and failures
- Understand the limits of Intellectual Quotient (IQ) and traditional management
- Understand one's and others' internal limitations
- Learn to develop own Emotional Quotient

Program

- Emotional Intelligence models : presentations
- Case studies : Emotional Intelligence at work
- Discussions

Target	Everyone
Language	English
Date	Saturday 30 November 2019
Time	from 10:00am to 1:00pm
Location	Room C25
Participation fees	20\$ ESA Students 30\$ ESA Graduates

Coffee break is offered to the attendants

Moderator

Nicole ABBOUD BAKHACHE
Founder & Managing Director

UPTITUDE

A company specialized in HR Consulting, Managerial Leadership Training and Managerial Counseling- since April 2011

For more info:
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Nicole Abboud Bakhache

Founder of "Uptitude" in 2011, Ms. Nicole Abboud Bakhache is an experienced Trainer, Counselor and Consultant on Organizations' and Individual's Advancement.

Passionate about Human Behavior, Leadership and Performance in Groups, Nicole has been observing and studying this topic for more than 25 years. Her work led her to be recognized as an International Resource in Individual Training and Organization Development by leading companies, universities, and NGOs.

Well anchored in the Organizations' world with her past responsibilities in Human Resources Management and her actual experience as Consultant, she has developed, over the years, a large and successful portfolio of Human Resources projects and Managerial Leadership Training interventions for a variety of industries in Lebanon and the region. She worked with many industries (pharmaceutical, retail, banks and financial institutions, education, NGO's manufacturing..) Nicole is also a university lecturer at Université Saint Joseph and at Université Libanaise.

She graduated from St. Joseph University with BA in Educational Sciences in 1997 and Industrial Psychology in 1998; A Masters in Industrial Psychology in 1999 followed by a DESS in Human Resources Management in 2001. She is currently in contractual training in Transactional Analysis in the field of Organizations.



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