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SOFT SKILLS WORKSHOPS



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SOFT SKILLS WORKSHOPS

WRITING RESUMES THAT GET NOTICED!

This workshop is for you if:

- You are about to write a CV that catches the attention and leverages your chances of getting hired
- You are looking for a career shift and would like to re-write your CV
- You have been employed for a long time and need a CV that represents your current status

Program

- The main sections of a CV
- Creating an attractive visual impact with a meaningful content
- For each position a different CV

Objectives

- Learn about the Recruitment Process
- Your CV in the Labor Market

Target	Everyone
Language	English
Number of Participants	Maximum 15 (Workshop confirmed as of 6 registered participants)
Date	Saturday 27 January 2018
Time	from 10:00am to 1:00pm
Location	Centre des Métiers (CEDIM)

Coffee break is offered to the attendants

Moderator

Carla SOUAIBY JALBOUT

(ESA – Executive MBA 2011)

Founder

KOUDOURAT RESOURCES & SOLUTIONS

For more info:

Alumni Career Services

01.373 373 ext. 1102

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.



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SOFT SKILLS WORKSHOPS

SUCCEEDING AT JOB INTERVIEWS

This workshop is for you if:

- You want to maximize your chances to be hired

Objectives

Participants will learn tips and practice technique that will help them maximize their potential employment opportunities and receive the job offers they deserve. Similar to a sales meeting, the interview requires thorough preparation, a clear purpose with a win/win mindset, professional grooming and authenticity.

Program

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.

- Clarifying your objectives and career aspirations
- The Power of Preparation
- First impressions count
- Developing Rapport
- Is it a Sales Call?
- Verbal and Non-Verbal Communication
- The Power of Positivity
- Why should they hire you?
- Behavioral Questions and Listening Techniques
- Tough Calls
- After the Interview

Target	Everyone
Language	English
Number of Participants	Maximum 15 (Workshop confirmed as of 6 registered participants)
Date	Saturday 17 February 2018
Time	from 10:00am to 1:00pm
Location	Centre des Métiers (CEDIM)
Participation fees	20\$ ESA Students 30\$ ESA Graduates 50\$ Non ESA

Coffee break is offered to the attendants

Moderator
Jacqueline MOUKHEIBER

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

PROMOTING YOURSELF

This workshop is for you if:

- You would like to learn how to better manage your career development through your professional network
- You would like to highlight your key strong points and your personality in addition to your expertise and professionalism

Objectives

- Understanding the new deal in career evolution
- Defining the key characteristics of the brand YOU
- Building your network

Program

- The new deal = a new dawn
- Being the CEO of YOU. inc
- Networking dynamics
- The power of YOU

Target	Everyone
Language	English
Number of Participants	Maximum 15 (Workshop confirmed as of 6 registered participants)
Date	Saturday 10 March 2018
Time	from 10:00am to 1:00pm
Location	Centre des Métiers (CEDIM)
Participation fees	20\$ ESA Students 30\$ ESA Graduates 50\$ Non ESA

Coffee break is offered to the attendants

Moderator

Carl BOU MALHAM

(ESA – Executive MBA 1999)

COACH INC

For more info:

Alumni Career Services

01.373 373 ext. 1102

emploi@esa.edu.lb



Carl Bou Malham

Carl Bou Malham is a consultant in organizational effectiveness and an ICF Executive coach. He specializes in building working alliances with High Potential Executives to help them manage business challenges and key transitions via refining their leadership profile.

Education and Qualifications

Master in Consulting Coaching for Change, INSEAD

Degree in Executive Coaching and Organizational Behaviour, University of Texas at Dallas

Executive MBA, ESA / ESCP, Beirut

BA Business Administration, A.U.B, Beirut

Certifications

MBTI types I and II

INSEAD's GELI (Global Executive Leadership Inventory)

A management Professional with MBA and 20+ years of solid track record in premier multinational companies including Bel International, AOL, Danone International Brands, Khalil Fattal Et Fils and agencies including Leo Burnett & BBDO.

Carl draws his experience in business development from the area management assignments he has conducted with Danone, AOL, Bel and their respective partners in the GCC, Levant and North Africa.

He has initiated and contributed to establish regional and local strategic expansion plans, lead business development missions, built operational set-ups, constituted and animated dynamic teams of high-potential talents.

Throughout the ties he has established with his business partners as well as the teams he worked with, and based on good interpersonal skills and an analytical approach to things, he has a solid conviction and practice in the strength of empowerment and nurturing leadership for leading projects and groups of colleagues.

In order to refine his coaching expertise and to better interact with the evolution of the business community and the ongoing changes in leadership models and organizational behaviours, Carl has pursued an Executive degree in Coaching and Organizational Behaviour from the University of Texas at Dallas and a Master in "Consulting and Coaching for Change" from INSEAD with a specific focus on Clinical approach to Management within Family businesses.

Carl has performed 1000 hours of coaching between Individual Executive alliances and Executive committees team coaching.



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SOFT SKILLS WORKSHOPS

BUSINESS ETIQUETTE

This workshop is for you if:

- You need to fine tune your knowledge in business etiquette

Objectives

- Learn the basics of business manners
- Enhance your professional image
- Reflect a professional image of the person and the company
- Create better communication and team spirit

Program

1. First Impressions
2. Conversational Manners
3. Making Introductions
4. Meeting Manners
5. Telephone Manners
6. Dining Protocol

Target	Everyone
Language	English
Number of Participants	Maximum 15 (Workshop confirmed as of 6 registered participants)
Date	Saturday 24 March 2018
Time	from 10:00am to 1:00pm
Location	Centre des Métiers (CEDIM)
Participation fees	20\$ ESA Students 30\$ ESA Graduates 50\$ Non ESA

Coffee break is offered to the attendants

Moderator

Christiane HAJJAR, AICI-FLC

Image & Lifestyle Coach

IMAG'IN IMAGE CONSULTANTS

ESA Alumni (Certificate in Luxury Management)

christiane@imaginconsult.com

For more info:

Alumni Career Services

01.373 373 ext. 1102

emploi@esa.edu.lb



Christiane Hajjar

Christiane Hajjar grew up in France prior returning to Lebanon where she studied Communication Arts at the Lebanese American University (LAU). After graduating with her BA, she went on to study Image and Lifestyle coaching in France and USA, earning a certificate in Personal and Professional Image Consultation as well as Image Process Master from Paris. In 2004, Christiane launched Imag'in.

She is the first certified image consultant in the Middle East. In 2011, she finished her masters in "Le Management de Luxe" at ESA, Ecole Supérieure des Affaires in collaboration with the Institut Français de la Mode (IFM) and is pursuing her CIP (Certified Image Professional) certification.

As an authority in her field, Christiane is a regular contributor to several magazines and publications where she shares her expertise, and constantly appears on different TVs to give a much valuable insight about her field.

She trains and gives lifestyle coaching to individuals, artists, VIPs and companies all over Lebanon, GCC, and the Middle East.

As experts in image and lifestyle coaching, the Imag'in team provides counseling to individual and corporate clients on appearance, behavior, communication skills, etiquette and lifestyle and guides clients through the right path, helping them achieve specific goals with authenticity, credibility and confidence.



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SOFT SKILLS WORKSHOPS

IMPROVING PERFORMANCE AND PROBLEM SOLVING TECHNIQUES

The ability to solve problems applies to all areas of life. Analytical thinking and problem-solving skills are a part of many jobs ranging from accounting, computer programming to risk, security and even creative occupations such as design, theater and writing. While individual problems vary, there are certain general approaches to problem-solving that can be applied and to which you will be introduced to through fun exercises and activities.

Objectives

This interesting workshop will help participants enhance their problem solving and creative thinking skills through interesting proven techniques that can make a difference if practiced.

Program Outline

1. Recognizing and Identifying Problems:
 - a. Defining the problem
 - b. Seeing different angles
 - c. Understanding different perspectives
 - d. Finding the root cause
 - e. Having a neutral mindset
2. Generating Solutions:
 - a. Focusing on the solution
 - b. Lateral thinking
 - c. Breaking down the Problem/ Simplifying
 - d. Finding Patterns/ Discovering Options
 - e. The power of positivity and language
 - f. Managing Priorities, Alternative plans and Clarifying goals
3. Decision Making :
 - a. Different approaches and techniques to decision making
 - b. Active vs. Reactive thinking
 - c. Breaking down assumptions
 - d. Possibility thinking
4. Creating and Implementing a Smart Action Plan:
 - a. SMART and SMARTER goals
5. Looking Back/ Reviewing Progress:
 - a. The Evaluation and Measurement of Success
 - b. Lessons learned

Target	Everyone
Language	English
Number of Participants	Maximum 15 (Workshop confirmed as of 6 registered participants)
Date	Saturday 5 May 2018
Time	from 10:00am to 1:00pm
Location	Centre des Métiers (CEDIM)
Participation fees	20\$ ESA Students 30\$ ESA Graduates 50\$ Non ESA

Coffee break is offered to the attendants

Moderator
Jacqueline MOUKHEIBER

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01.373 373 ext. 1102
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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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
Number of Participants	Maximum 15 (Workshop confirmed as of 6 registered participants)
Date	Saturday 26 May 2018
Time	from 10:00am to 1:00pm
Location	Centre des Métiers (CEDIM)
Participation fees	20\$ ESA Students 30\$ ESA Graduates 50\$ Non ESA

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
01.373 373 ext. 1102
emploi@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",
Dublin - Ireland.



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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:
 - Each manager has at least 4 to 6 employees
 - 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:
 - The telling traits
 - The 7 dos
 - The 3 don'ts
 - Assess your tolerance
 - The secret strategy
- The 'ideal' leader and how to help each type of manager reach full potential

Target	Everyone
Language	English
Number of Participants	Maximum 15 (Workshop confirmed as of 6 registered participants)
Date	Saturday 9 June 2018
Time	from 10:00am to 1:00pm
Location	Centre des Métiers (CEDIM)
Participation fees	20\$ ESA Students 30\$ ESA Graduates 50\$ Non ESA

Coffee break is offered to the attendants

Moderator

Ziad Hamdan

Independent Consultant and Business Development Manager
ALLIANZ SNA

For more info:

Alumni Career Services

01.373 373 ext. 1102

emploi@esa.edu.lb



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 and seminars 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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SOFT SKILLS WORKSHOPS

INDIVIDUAL CAREER ADVICE BY AN EXPERT!

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 21 June 2018
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	Centre des Métiers (CEDIM)
Participation fees	20\$ ESA Students 30\$ ESA Graduates 50\$ Non ESA

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

emploi@esa.edu.lb



Patricia Zahr

Patricia Zahr joined NECG 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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SOFT SKILLS WORKSHOPS

COACHING SKILLS FOR MANAGERS

Objectives

- Provide managers with practical tools for coaching in the workplace

Program

- Value of Employee Engagement
- Coaching Discovery
- Grow Model
- Coaching in action

Target Language	Everyone English
Number of Participants	Maximum 15 (Workshop confirmed as of 6 registered participants)
Date	Saturday 30 June 2018
Time	from 6:00pm to 9:00pm
Location	Centre des Métiers (CEDIM)
Participation fees	20\$ ESA Students 30\$ ESA Graduates 50\$ Non ESA

Coffee break is offered to the attendants

Moderator
Joyce ABI NADER
HR Director
SANOFI

For more info:
Alumni Career Services
01.373 373 ext. 1102
emploi@esa.edu.lb



Joyce Abinader

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

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.

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 an MBA candidate at the University of Leicester School of Management in the UK and graduated from the School of Business Administration in USEK, Lebanon.

She speaks Fluently Arabic, English and French



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SOFT SKILLS WORKSHOPS

EMOTIONAL INTELLIGENCE IN THE WORK PLACE

This workshop is for you if:

- You want to discover how much you know about EI
- You want to discover how often you use this knowledge in the workplace.
- You want to start your journey to become more emotionally intelligent

Objectives

- Getting Aware of the EI model, its competence clusters
- Testing your knowledge on EI
- Acquire competence to use it in the work environment

Program

1. Quick test
2. Presentation on the MODEL
3. Self awareness : Personality revealer game
4. Insights into personal effectiveness
5. Exercise : EI in the work place

Target	Everyone
Language	English
Number of Participants	Maximum 15 (Workshop confirmed as of 6 registered participants)
Date	Saturday 22 September 2018
Time	from 10:00am to 1:00pm
Location	Centre des Métiers (CEDIM)
Participation fees	20\$ ESA Students 30\$ ESA Graduates 50\$ Non ESA

Coffee break is offered to the attendants

Moderator
Georges SAAB
(ESA-EMBA1999)

For more info:
Alumni Career Services
01.373 373 ext. 1102
emploi@esa.edu.lb



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)
- DHRF (Dubai Human Resources Forum) Board member for 6 years



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
Number of Participants	Maximum 15 (Workshop confirmed as of 6 registered participants)
Date	Saturday 13 October 2018
Time	from 10:00am to 1:00pm
Location	Centre des Métiers (CEDIM)
Participation fees	20\$ ESA Students 30\$ ESA Graduates 50\$ Non ESA

Coffee break is offered to the attendants

Moderator
Khaled TAYARA
(ESA – Executive MBA 2002)

For more info:
Alumni Career Services
01.373 373 ext. 1102
emploi@esa.edu.lb



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, FMCG, 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.



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SOFT SKILLS WORKSHOPS

INTERPERSONAL COMMUNICATION SKILLS

This workshop is for you if :

- You know Emotional Intelligence is key to success and career development
- You're interested in developing your interpersonal skills and understanding others better
- You believe behavioral psychology tools can help you develop
- You are curious to learn the Transactional Analysis Personality Model

Objectives

- Understand the importance of Interpersonal communication in the professional life
- Learn some models in interpersonal communication
- Start applying and enjoying them
- Understand your patterns of communication and how you can evolve and succeed better

Program

1. Why interpersonal communication?
2. The "basic" Jacobson communication model
3. The Ego States model (from Transactional Analysis)
4. The Transactions model (from Transactional Analysis)
5. Exercises, games , role plays and videos to discover and apply the tools learned

Target	Everyone
Language	English
Number of Participants	Maximum 15 (Workshop confirmed as of 6 registered participants)
Date	Saturday 3 November 2018
Time	from 10:00am to 1:00pm
Location	Centre des Métiers (CEDIM)
Participation fees	20\$ ESA Students 30\$ ESA Graduates 50\$ Non ESA

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:

Alumni Career Services

01.373 373 ext. 1102

emploi@esa.edu.lb



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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SOFT SKILLS WORKSHOPS

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

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
Number of Participants	Maximum 15 (Workshop confirmed as of 6 registered participants)
Date	Saturday 8 December 2018
Time	from 10:00am to 1:00pm
Location	Centre des Métiers (CEDIM)
Participation fees	20\$ ESA Students 30\$ ESA Graduates 50\$ Non ESA

Coffee break is offered to the attendants

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

For more info:
Alumni Career Services
 01.373 373 ext. 1102
emploi@esa.edu.lb



Roula Eid Sawan

Roula is the managing partner at TEAM IN MOTION (Specialized Company for team building activities and personal development training) and is the director of Youth & Culture Center at Zouk Mikael municipality.

She is a personal development trainer at Antonine University – UPA. She teaches at USJ- Psychomotricity department. She is among the list of trainers at AUST.

Roula has a Master degree in Commercial and Industrial business Administration from St Joseph University. She earned the Train of Trainers from UFE. She is a qualified Team Coach from ORSC-CRR Global San Francisco and member in process to ICF.

Roula 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 is an activist in several NGO's to empower & motivate youth and women. She considers that a woman can lead and be an efficient player in her country's development.

She is the Vice-President in Parents Committee at SSCC Sioufi, member at MEPI LAA (Middle Eastern Partnership Initiative)

Her mission is to create awareness in the community for the importance of the teamwork and communication in our daily life. She likes to do hiking, biking, swimming and caving. She is married to Marwan Sawan and have 3 kids Rhea, Lynn & Anthony.



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ESA Business School
289 rue Clemenceau, Beirut, Lebanon
P.O.Box 113-7318, T + 961 1 373 373, F + 961 1 373 374
www.esa.edu.lb

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