



APPOINTMENTS

MAKING OPPORTUNITIES KNOCK ON YOUR DOOR

Staying cool and confident under pressure

Looking for Man Friday.

Concept, an advertising company specializing in the extra ordinary is looking for Man or Girl Friday to join our team as our Client Servicing Executive.

He / She will have to have an excellent command of English, both spoken and written, be competitive and target oriented. He / She would also be independent and well organized ready to tackle any task thrown his or her way. Oh yeah, we also expect you to be able to hold your own in front of a computer and use it to get your work done.

Those with at least 2 years experiencing in Client servicing at a recognized advertising company will have a distinct advantage.

Mail in your CV with names and contact info of 2 unrelated referees to info@conceptnaction.com



33/17, Jinaranda Mawatha, Colombo 13. Email: info@conceptnaction.com Web: www.conceptnaction.com

"So, Susan, your report indicates you support forging ahead with the expansion but have you considered the impact this will have on our customers? Surely you remember the fiasco in Dallas last year when they tried the same type of project?"

Yikes! If you're Susan, you're likely feeling under pressure! You have to answer the question and allay the CEO's concerns about the disruption to customers. What do you do? What do you say? How do you say it? What if you can't think of anything to say?

This is not an uncommon situation. Whether you are put on the spot while

attending a meeting, presenting a proposal, selling an idea, or answering questions after a presentation, articulating your thoughts in unanticipated situations is a skill. Thinking on your feet is highly coveted skill and when you master it, your clever and astute responses will instill immediate confidence in what you are saying.

When you can translate your thoughts and ideas into coherent speech quickly, you ensure your ideas are heard. You also come across as being confident, persuasive, and trustworthy.

Confidence is key when learning to think on your feet. When you present

information, give an opinion or provide suggestions, make sure you know what you are talking about and that you are well informed. This doesn't mean you have to know everything about everything, but if you are reasonably confident in your knowledge of the subject, that confidence will help you to remain calm and collected even if you are put unexpectedly in the hot seat.

The secret of thinking on your feet is to be prepared: learn some skills and tactics, and do some preparation for situations that might put you under pressure. Then when you do find yourself faced with unexpected questions and debate, you'll be ready to draw on these tactics and preparation, and so stay poised while you compose your thoughts and prepare your response. Here are some tips and tactics:

1. **Relax**

This is often the opposite of how you are feeling when you're under pressure, but in order for your voice to remain calm and for your brain to "think," you have to be as relaxed as possible.

Take deep breaths

Take a second and give yourself a positive and affirming message

Clench invisible muscles (thighs, biceps, feet) for a few seconds and release.

2. **Listen**

It comes as no surprise that listening is critical to thinking on your feet. Why do you need to listen? To make sure you fully understand the question or request before you reply. If you answer too soon, you risk going into a line of thinking that is unnecessary or inappropriate. To help you with your listening remember to:

Look directly at the questioner

Observe body language as well as what is being spoken

Try to interpret what is being suggested by the question or request. Is this an attack, a legitimate request for more information, or a test? Why is this person asking this and what is the intention?

Tip:

Remember that the person is asking a question because he or she is interested. Some interest is positive - they simply want to know more - and some is negative - they want to see you squirm. Either way they are interested in what you have to say. It's your privilege and pleasure not to disappoint them!

3. **Have the Question Repeated**

If you're feeling particularly under pressure, ask for the question to be repeated. This gives you a bit more time to think about your response.

At first glance people think this will only make them look unsure. It doesn't. It makes you look concerned that you give an appropriate response. It also gives the questioner an opportunity to rephrase and ask a question that is more on point. Remember, the questioner may well have just "thought on his or her feet" to ask the question, so when you give them a second chance, the question may well be better articulated and clearer to all.

By asking to have the question repeated you also get another opportunity to assess the intentions of the questioner. If it is more specific or better worded, chances are the person really wants to learn more. If the repeated question is more aggressive than the first one, then you know the person is more interested in making you uncomfortable than anything else. When that's the case, the next tip comes in very handy.

HOUSE

"A Leading Group of Marketing Company (Pioneer House) invites application from young dynamics, energetic & individuals. Join to their Marketing Team.

Training Marketing Executive.

- The Ideal Candidates should good Education qualification with excellent communication Skills.
- Be self motivated of result oriented.
- Age between 20-30 years.
- GCE O/L Credit passes for English & Maths.

Marketing Executive

- Age below 35 Years.
- GCE O/L Credit passes for English & Maths.
- GCE AL minimum 2 passes.
- Experience within 01 year in sales.
- Excellent communication Skills.

Benefits

- Basic Salary
- Attractive Commission
- Allowances
- Overseas Opportunity

If you possess the above requirements, please forward your resume with contacts details **To- The Personal Manager, No 23E 1/1, Pagoda Road, Nugegoda.**

Call for an Appointment - 0777-365522 / 011-5030128 / 011-5749368 (Between 8.00am To 5.00pm only weekdays)

E-mail your resume to - pradeep@pioneerhouselearning.com

Web-Site - www.pioneerhouselearning.com.

PEOPLE'S BANK

People's Bank which has the largest customer base and distribution network in Sri Lanka is looking for talented & dynamic young individuals to fill the following supportive positions.

MAINTENANCE ENGINEER

Qualification & Experience

- Should possess a B.Sc. Electrical Engineering Degree from a recognized University and be a member of the Institution of Engineers (Sri Lanka) or a member of the Institution of Engineers (London)
- Minimum of seven years post qualifying experience
- Experience in one or more of the following areas in high - rise environments would be an advantage
 - Maintenance of High-rise buildings
 - Maintenance of power supply and distribution systems
 - Air Conditioning installations
 - Fire protection and alarms systems
 - Other building services such as Lifts, Telephone, Plumbing etc.
- Age preferably below 45 years.

ASSISTANT ENGINEER

Qualification & Experience

- Should possess National Diploma in Technology with a minimum of 05 years experience preferably on Building Constructions with modern finishes and interior decor on Government / Private sector.
- Experience in contract management and use of auto cad is essential.
- Assistant Engineer has to attend to all Civil Engineering Construction work in branch buildings which comes under his assigned area. These include preparation of bill of quantities and tender documents, evaluation of tenders, supervision of construction work and certification of payments. Computer literacy is mandatory.
- Age preferably below 45 years.

METHOD OF SELECTION

Shortlisted applicants based on the stipulated qualifications and experience will be called for an interview. The appointment will be made on contract basis.

REMUNERATION

An attractive remuneration package will be available to the right candidate based on his / her professional qualifications and experience.

APPLICATIONS

Please send details of achievements and experience relevant to the job applied for together with your curriculum vitae along with copies of certificates and contact numbers of two non-related referees. The post applied for should be stated on the top left hand corner of the envelope and should reach the address given below on or before 26.11.2009.

All applications will be treated in strict confidence and any form of canvassing will be regarded as a disqualification.

Deputy General Manager (Human Resources)
People's Bank - Head Office
No. 75, Sir Chittampalam A Gardiner Mawatha,
Colombo - 02.



www.peoplesbank.lk

A solid start to procure your future



At HSBC we thrive on local understanding and people because we believe it's important to be a part of a country's culture. That is why we have more than 300,000 employees serving over 100 million customers in 86 countries and territories around the world, and it is our on-the-ground local knowledge that sets us apart as the world's local bank. As an international bank we believe this expertise and understanding is precious and we are looking to strengthen this further. That's where you come in. Constantly striving to recruit the best talent, we're encouraging a young, dynamic and motivated individual to join the HSBC team as:

Manager Procurement

The Procurement Department manages the bank's entire operations of procurement, outsourced staff deployments and contracts with the objective of providing excellent business support to all business lines, improving efficiency, productivity and exercising tight control on expenditure on all related functions, thereby enabling the bank to achieve its strategic objectives.

Job responsibilities

- Should manage
 - Procurement for the Bank by ensuring best value for money for all items (stationery, marketing materials, office & IT equipment, furniture, fixture & fittings and sundry items) purchased through a proper bidding and robust evaluation process without compromising quality
 - All third party outsourced initiatives, service contracts and outsourced personnel deployment selecting service providers in line with Group standards
 - The stationary stores in an efficient manner to ensure minimum requirement of items at any given time and managing the holding cost without compromising service standards

Qualification, skills & experience:

- Excellent negotiation & communication skills
- Electrical/Mechanical Engineering qualification is mandatory
- An accounting background would be an added advantage
- 2-3 years experience in this field is mandatory

If you would like to be considered, please send your CV to career@hsbc.com.lk with the position applied for mentioned on the CV, on or before 30 November 2009.



The world's local bank

This is an advertisement process will be stored in the HR system centrally located in the USA. HSBC IS AN EQUAL OPPORTUNITIES EMPLOYER

Issued by The Hongkong and Shanghai Banking Corporation Limited. Fresh rating of A+1 (06/09)