

he staff trainings I do for the managers who demand corporate sector have given above average perme opportunities to have an formance, energy and in-depth understanding of the motivation, and from behaviour patterns of sales people the demanding cusin different industries; the anxi- tomers who drain eties of customer service execu- every ounce of energy tives in our service sector; the lead- and motivation. ership challenges managers face every day of their work as they industry, the sector, support and manage staff; and the nor the company that struggles faced by the Human Resource departments go through the way an individual **Nuwan Samarapathi** from the recruitment process to retention tactics.

As a trainer, I get opportunities how they are wired for typical habits and attitudes towards daily behaviours, habits, responses, thinking, attitudes, and reactions within their work environment. I also see how reluctant some people are when they are offered opportunities to change and develop themselves. It is very interesting to see how some people deal with these change-making situations, whether they are tragedies or triumphs in life, compared to their counterparts.

After many years in the people development business, what I can confidently confirm is that even though people represent different industries, different sectors, or they have different job roles, most of their challenges, fears, anxieties, concerns can be put into the same box. For an example, sales people (regardless of what they sell) are faced with the challenge of fear overcoming (fear of rejection, fear of mistakes and fear of failure). In the Customer service sector, customers have become very demanding since they have many product and service options available to them. Hence the people working in customer service departments feel the strain from both ends of their client

So, it is not the

careers. But rather it is the individual's own reaction to challenges, to witness how people work and own approach to life events, own circumstances that make the difference. So, how do we effectively prepare ourselves to face these inevitable and unavoidable challenges at the workplace?

Prove Your Worth

We say humans are the most valuable and capable species in the universe. We stand tall and mighty proactive among the other species not necessarily due to our physical strength, but more due to the way we blend of us are not



thrives or merely survives in their we have the freedom to choose our close to hit the wall. You actions; and we have the capacity visit the doctor, and to learn from our mistakes, make undergo a string of medadjustments or change the course ical tests; and now we are of our life journey completely. But scared as it may be too the question is how many of us are late to effectively supactually using these extraordinary press the illness. Also, capabilities to their fullest extent? you continuously work Most people are comfortable under stress and ignore

> with reactive to life events instead of taking a

approach. That is, many

finances, and our destiny. We tend ability to use the mind's situations, and circumstances, eye - to visualize; we rather than creating and shaping them. For example, you may empathy; we have five feel the negative and

vour body but neglect and ignore them until you are

our extraordinary mind particularly good at taking charge all the warning signs until you power with the ever- of our future, our health, our rela- burst with a nervous breakdown tionships, our careers, our and then may decide to change your work habits and create a betroundings. We have the to spend our life reacting to events, ter work-life balance (reactive).

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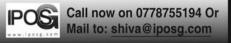




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(Maradana Suduwella in front of Fathima Church)

Chief Executive Officer

Our client, one of the leading players related to the telecommunications industry with a strong financial backing, is looking for an outstanding professional with a proven track record of achievement to take up the above position.

This is a 'hands on' role, vital in driving change through process review and improvements with a strategic focus ensuring expansion and growth of the company. The targeted key objectives of the role include;

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- Be an Accounting professional and a member of one or more of the internationally recognized Accounting Professional Bodies with a MBA from a recognized university. Qualifications in Marketing and IT/telecom will be an added advantage;
- Posses around 15 years post gualified experience of which minimum of 5 years at senior management position. Knowledge and exposure in the IT/telecommunications industry will be an advantage, but not mandatory;
- Possess a proven track record in superior leadership, sustaining valuable relationships with all stakeholders with strong people management and decision making skills;
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