

The staff trainings I do for the corporate sector have given me opportunities to have an in-depth understanding of the behaviour patterns of sales people in different industries; the anxieties of customer service executives in our service sector; the leadership challenges managers face every day of their work as they support and manage staff; and the struggles faced by the Human Resource departments go through from the recruitment process to retention tactics.

As a trainer, I get opportunities to witness how people work and how they are wired for typical 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 overcoming fear (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 spectrum: from the

managers who demand above average performance, energy and motivation, and from the demanding customers who drain every ounce of energy and motivation.

So, it is not the industry, the sector, nor the company that makes a difference in the way an individual thrives or merely survives in their careers. But rather it is the individual's own reaction to challenges, own approach to life events, own habits and attitudes towards daily 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 among the other species not necessarily due to our physical strength, but more due to the way we blend



Nuwan Samarapathi

our extraordinary mind power with the ever-expanding capabilities of our body and the surroundings. We have the ability to use the mind's eye - to visualize; we have self-awareness; we are creative; we have empathy; we have five senses that gather information for spontaneous decision making; we have the freedom to choose our actions; and we have the capacity to learn from our mistakes, make adjustments or change the course of our life journey completely. But the question is how many of us are actually using these extraordinary capabilities to their fullest extent?

Most people are comfortable with being reactive to life events instead of taking a proactive approach. That is, many of us are not

particularly good at taking charge of our future, our health, our relationships, our careers, our finances, and our destiny. We tend to spend our life reacting to events, situations, and circumstances, rather than creating and shaping them.

For example, you may feel the negative and undesired changes in your body but neglect and ignore them until you are close to hit the wall. You visit the doctor, and undergo a string of medical tests; and now we are scared as it may be too late to effectively suppress the illness. Also, you continuously work under stress and ignore

all the warning signs until you burst with a nervous breakdown and then may decide to change your work habits and create a better work-life balance (reactive).

Contd on pg 2

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Tel: 2500824 / 2581035 / 0714781028



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## 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;

- Creating a superior customer service delivery, well-organized operational mechanisms and a smooth cash flow management in moving towards meeting requirements of a listed company;
- Achieving an acceptable ROI, building an efficient management structure and implementing proper monitoring and control systems ensuring sustainable competitiveness and overall performance excellence.

The ideal candidate should;

- 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 qualified 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;
- Be a lateral thinker, motivator, achiever and an excellent communicator;
- Possess a high level of commitment, diplomacy, business acumen, honesty and integrity, drive and adaptability;
- Preferably be around 45 years of age.

Apart from the extremely competitive remuneration package, and other fringe benefits offered, the selected candidate can be expected to be appointed as MD / Board Member within a short period depending on the performance.

Applications together with detailed Curricula Vitae and Telephone/ Email contact details of two non-related referees, quoting the relevant Reference No: E509/10294 and Vacancy on both cover letter and envelope, or subject of the email, should be forwarded to reach the address below within ten days:

Managing Director  
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