

## Raising Your Emotional IQ

### Emotional Intelligence skills at the work-

Emotional intelligence is the ability to identify, use, understand, and manage your emotions in positive and constructive ways. It's about recognizing your own emotional state and the emotional states of others. It is also about engaging with others in ways that draw people to you. Recently, Emotional Intelligence has been validated with about 25 major skill areas that can influence your career and create abilities that improve your worth at work. Why not read this article and discover ways to enhance your emotional intelligence reflecting positively on your personal and professional life.

Emotional Intelligence consists of four core abilities:

- **Self-awareness:** The ability to recognize your own emotions and how they affect your thoughts and behavior, know your strengths and weaknesses and have self-confidence.

**Self-management:** The ability to control impulsive feelings and behaviors, manage your emotions in healthy ways, take initiative, follow through on commitments, and adapt to changing circumstances.

- **Social awareness:** The ability to understand the emotions, needs, and concerns of other people, feel comfortable socially, and recognize the power dynamics in a group.

**Relationship management:** The ability to develop and maintain good relationships, to communicate clearly, inspire and influence others, work well in a team, and manage conflict.

#### *Facts of the Months.*

The world's deadliest recorded earthquake occurred in 1557 in central China, more than 830,000 people were killed.

The flower with the world's largest bloom is the Rafflesia arnoldii

Angel Falls in Venezuela is the world's highest waterfall.

The Persian Gulf is the warmest sea. In the summer its

Emotional intelligence is not learned in the standard intellectual way; it must be learned and understood on an emotional level. To do so, we need to engage the emotional parts of the brain in ways that connect us to others. To develop your emotional intelligence, you need to develop these five key skills that each depends on the previous one:

### **The ability to quickly reduce stress**

The ability to quickly calm yourself down when you're feeling overwhelmed. This skill helps you stay balanced, focused and in control—no matter what challenges you face. Develop your stress busting skills by working through the following three steps:

- Realize when you're stressed
- Identify your stress response
- Discover the stress busting techniques that work for you

### **The ability to recognize and manage your emotions**

Emotional awareness is the key to understanding yourself and others. Many people are disconnected from their emotions. Unfortunately, without emotional awareness, we are unable to fully understand our own motivations and needs, or to communicate effectively with others.

Do you experience feelings that flow and change as your experiences change?

Are your emotions accompanied by physical sensations?

Do you experience discrete feelings and emotions evident in subtle facial expressions?

Can you experience intense feelings that are strong enough to capture your attention and that of others?

Do you pay attention to your emotions?

Do they factor into your decision making?

If any of these experiences are unfamiliar, your emotions may be turned down or turned off. In order to be emotionally healthy and emotionally intelligent, you must reconnect to your core emotions, accept them, and become comfortable with them.

### **The ability to connect with others by using nonverbal communication**

Being a good communicator requires more than just verbal skills, it consists of being aware of our nonverbal cues, and those cues that other people send us. Nonverbal messages will produce a sense of interest, trust, excitement, and desire for connection, or they will generate fear, confusion, distrust, and disinterest.



## The ability to use humor and play to deal with challenges

Humor, laughter, and play are natural antidotes to life's difficulties. They lighten our burdens and help us keep things in perspective. A good laugh reduces stress, elevates mood, and brings our nervous system back into balance. Playful communication broadens our emotional intelligence and helps us:

- o Take hardships in stride
- o Smooth over differences
- o Simultaneously relax and energize ourselves
- o Become more creative

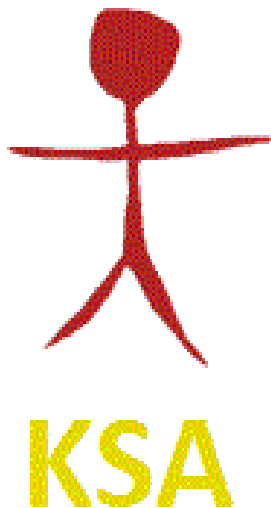
## The ability to resolve conflicts positively and with confidence

Conflict and disagreements are inevitable in relationships. Resolving conflict in healthy, constructive ways can strengthen trust between people. In order to resolve the conflict in a trust- building way:

- Stay focused in the present
- Choose your arguments
- Forgive
- End conflicts that can't be resolved.

Emotional Intelligence embraces and draws from numerous other branches of behavioral, emotional and communications theories. By developing our Emotional Intelligence we can become more productive and successful at what we do, and help others to be more productive and successful too.

**Humility is born of the spirit,  
humiliation of the ego. Alan Cohen**



### Job Ref # J004249 Senior Civil Engineer

Dammam - KSA: A leading contracting company in KSA is looking for a Civil Engineer with more than 5 years of experience. The salary is negotiable.



### Job Ref # J003761 Sales Executive

KSA: A leading Plastic Material Supplier is recruiting for it's branch at KSA 2 sales people 1 for Riyadh and another for Jeddah. The right person should have excellent communication skills and Fluent in English.

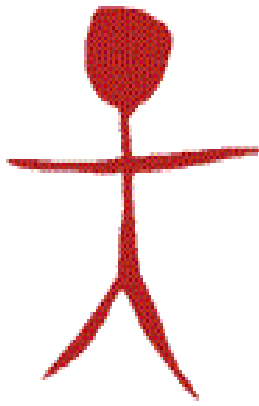
#### Job Requirements:

- Lived in Riyadh or Jeddah for at least 6 months.
- Experience is a MUST in sales, outdoor sales, have the power to convince.

Thursday 1/2 day and Friday Off with working hours from 9:00 AM - 6:00 PM



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# Lebanon



## Job Ref# J00487 Sales Executive

Beirut - Lebanon: A leading Raw Material and Construction material company in Beirut is recruiting a Sales Person. Work schedule from Monday to Friday from 8:00 to 4:30 - Saturdays till 12:00, every other Saturday. Car is a must.



## Job Ref# J004306 Marketing and Advertising Manager

Beirut - Lebanon: A leading fashion design house is looking for Marketing and Advertising Manager. The salary is USD 1500.



## Job Ref# J004305 Warehouse Supervisor

Beirut - Lebanon: A leading fashion design house is looking for a Warehouse Supervisor  
The salary is USD 700.



## Job Ref# J004307 Production Manager

Beirut - Lebanon: A leading fashion design house is looking for a Production Manager.  
The salary is USD 1500.

**Confidence on the outside begins by living  
with integrity on the inside. Brian Tracy**



## Job Ref# J004303 Technical Writer

Sin El Fil - Lebanon: A leading Healthcare Benefits Management Solution Provider located near Furn El Chebbak, Lebanon, is recruiting a Technical Writer who will develop written information about the organization's computing systems that aid in their development, use, and support. Outputs will include a range of documents to be read by both technical and non-technical personnel across all departments

### Responsibilities:

Write, and edit a range of documents, including user guides and manuals, technical specifications and training materials.

Review, expand and update written documentation of development by other IT staff to create unified and consistent support documents.

Collaborate with systems and development staff to collect, interpret and document technical information

Liaise with project owner to define business procedures and establish documentation needs

Establish, communicate, and maintain documentation standards, and provide training when required.

Maintain accuracy, timeliness and completeness of all documentations.



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### Job Ref# J004302 CRM Manager

Sin El Fil - Lebanon: A well known Insurance company is recruiting a CRM Manager who will supervise and maintain the development, installation, configuration, and support of the organization's customer relationship management (CRM) software through best practices and management of the technical issues.

The salary is negotiable



### Job Ref# J004298 Quality Assurance and Support Officer/ Coordinator

Sin El Fil - Lebanon: A well known Insurance company is recruiting a Quality Assurance and Support Officer and Coordinator role is to perform quality assurance measures for the information technology services within the organization. The QA senior Officer and the Coordinator will apply proven techniques and his/her analytical and problem-solving skills to help validate IT processes through careful testing in order to maximize the benefit of business investments in IT initiatives.

#### Job Qualifications:

- Proficiency in the use of Microsoft Office tools, Visio.
- Previous experience in quality systems or Knowledge management systems
- Knowledge of Oracle/Web development is a plus
- Experience in health-related business (preferably medical insurance) is a plus

The salary is negotiable



### Job Ref# J004297 Business Intelligence Team Leader

Sin El Fil - Lebanon:

A leading Healthcare Benefits Management Solution Provider located near Furn El Chebbak, Lebanon, is recruiting a Business Intelligence Team Leader who will supervise the design and implement BI software and systems, including integration with databases and data warehouses. This includes selecting, blueprinting, gathering requirements, designing, and rolling out BI solutions to end users. •At least 4 years of relevant experience.

- Comprehensive data warehouse analysis and design experience, with full knowledge of data warehouse methodologies and data modeling.
- Good knowledge and relevant experience in Oracle/Web development and business analysis
- Development experience is a plus.
- Experience in health-related business or insurance (preferably medical insurance) is a plus.



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## Job Ref# J004296 Auxiliary Systems Manager

Sin El Fil - Lebanon: A well known Insurance company is recruiting an Auxiliary Systems Manager who will supervise and maintain the organization's repository of auxiliary software applications through best practices and the appropriate staffing and management of a technical team.

### Knowledge & Experience:

8 years direct experience managing applications and/or systems management.

Proven experience in overseeing the direction, development, and implementation of software solutions.

Technically fluent in new technologies and programming languages mainly Websites, CRMs, Business Intelligence and .NET.

The salary is between USD 2500 and USD 3500



## Job Ref# J004295

### Software Analyst

Jnah - Lebanon: A leading software solution company located near Jnah is recruiting Software Analyst with 2 to 3 years of relevant experience.

### Job Requirement:

Experience in Enterprise Resource Planning systems (ERP) and .NET experience Oracle Experience is appreciated



## Job Ref# J04287 Front-End Web Developer / Integrator

Mansourieh - Lebanon: A leading web solutions company is looking for a Front-End Web Developer / Integrator.

### Job Description:

- Implement innovative designs and graphics using XHTML, CSS, JavaScript and Flash animated segments, that matches a Photoshop/Illustrator design layout, and understand how mockups translate to code.
- Integration and updating of content (text, images, animation) in multiple web pages
- Ensure that the code is adapted to the project's needs, while keeping it light, reusable and based on W3C standards
- Work closely with the back-end development team and implement dynamic elements
- Maintain cross-platform and cross-browser compatibility



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## Job Ref# J004286 Back-End PHP Web Developer

Mansourieh - Lebanon: A leading web solutions company is looking for a Back-End PHP Web Developer:

### Job Description:

- Develop, implement and maintain object oriented back-end applications with PHP, MySQL
- Build and maintain a highly-scalable modular back-end platforms
- Develop new components and add-ons (modules) for back-end applications (CMS...)
- Create and manage MySQL Databases
- Create and implement advanced JavaScript/jQuery solutions
- Create social networking widgets using web applications API (Facebook, Twitter, LinkedIn, Flickr, YouTube...)

Work closely with the front-end development team and assist them with code implementation

Diagnose and troubleshoot web-related issues including PHP bugs or MySQL queries, JavaScript errors...



## Job Ref# J004285 UX Specialist

Mansourieh - Lebanon: A leading web solutions company is looking for an UX Specialist.

The primary role of the UX Specialist is to produce advanced wireframes based on solution architectures, site maps, content,

and desired interactivity.

The UX Specialist will collaborate with the Project Manager, Creative Director, and Technical Director and act as an expert in usability matters.

The candidate needs to have good interaction design skills (able to build site concepts with guidance, understanding of information architecture, site maps, wireframe prototypes, etc.)



**The sign of intelligent people is their ability to control emotions by the application of reason.**

**Marya Mannes**

**People tend to become more emotionally intelligent as they age and mature. Daniel Goleman**



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### Job Ref# J004284 Web Graphic Designer

Mansourieh - Lebanon: A leading web solutions company is looking for a Web Graphic Designer.

The primary role of the Web Graphic Designer is to design, implement and maintain client's landing pages, microsites, career sites and other media campaigns.

The Web Graphic Designer builds visually appealing designs and works with the Wireframe Specialist and Creative Director to execute projects and tasks.

The candidate needs to be a web immersed creative thinker with an ability to create very appealing designs for the web. The ideal candidate has a very strong portfolio with web executions in multiple industries.



### Job Ref# J004281 Sales Executive (High End Brands)

Beirut – Lebanon: Recruiting for a luxurious fashion shop a Sales Executive who should have min 2 years of experience as a sales advisor in “**high end brands**” and should hold a Bachelor’s Degree in Business Administration or equivalent.

The right person will act as an advisor and promote customer service excellence through building loyal customer database and a solid relationship with **VIP clients**.

The salary is around USD 1200



### Job Ref# J004276, Branch Manager

A leading pastry shop is looking for a Branch Manager for its main branch in Saida.

The salary is USD 1000.



### Job Ref# J004275, Recruiter

Badaro – Lebanon: A leader in the financial services providing in Lebanon. holding the largest agents’ network in the country, is looking for a Recruiter with experience in interviewing.

- Plan for best strategies of attracting prospective candidates.
- Prepare adverts & post vacancies
- Source & screen applicants who meet the specified criteria for the position, contact selected candidates
- Handle the first interview for job applicants, carry out interviews on a regular basis , in alignment with company strategies.
- Develop recruitment tests based on competencies needed.
- Perform reference checks
- Handle other HR responsibilities including filing & database management.

The salary is between USD 1100 & USD 1500 + Transportation + NSSF + Insurance + Bonuses.



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### Job Ref# J004273 Fresh Accountant with Italian Language

Down Town - Lebanon: A leading providers of consumer Digital TV Reception equipment in Europe is recruiting Fresh and Senior Accountants with good knowledge in Italian language. Working hours from 9:00 till 5:00 five days a week

The salary is negotiable.



### JobRef# J004271 Administrative Assistant

Ashrafieh - Lebanon: We are recruiting for a well known company at Ashrafieh an Administrative Assistant who will provide administrative support by conducting research, preparing statistical report, draft necessary reports and performing clerical functions such as preparing correspondences, receiving visitors, arranging conference calls and scheduling meetings.

The right person should be Computer literate ( Word, PowerPoint and Excel) and should be able to type in Arabic. Good knowledge in English , French and Arabic is a must.

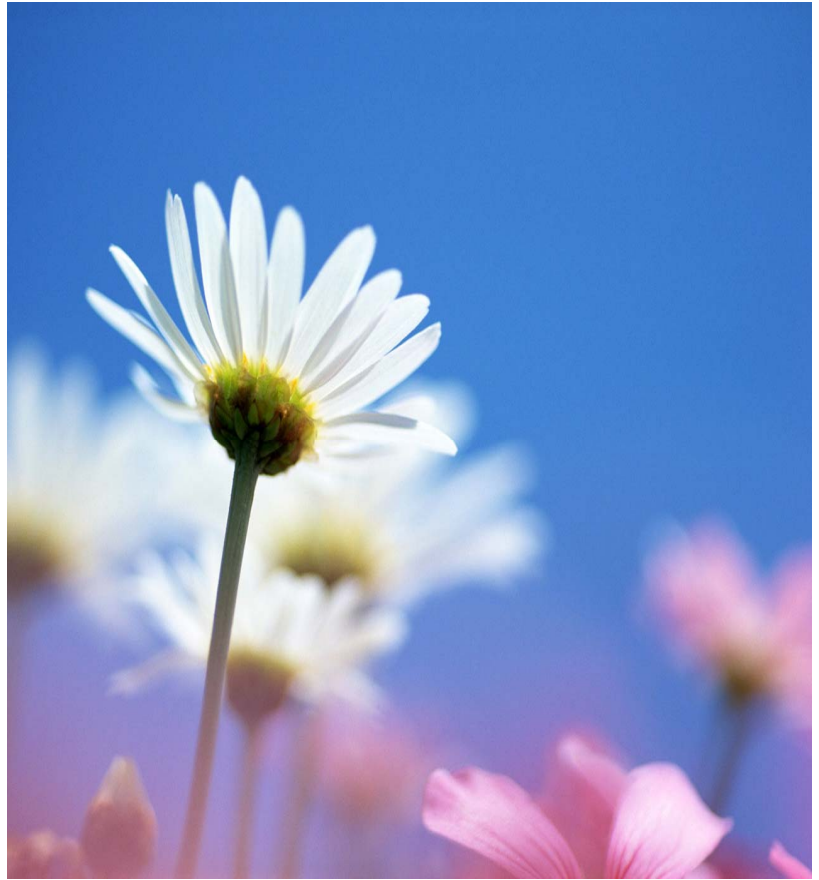
The package for full time job is between USD 750 – 950 + bonus + other benefits.

The salary for Part time job from 8:30 till 3:00 pm is around USD 600



### Job Ref# J004270 Civil Engineer/Foreman

Baabadat - Lebanon: A leading real Estate company is recruiting a fresh civil engineer or a foreman with 3 to 5 years experience in construction .



**It is very important to understand that emotional intelligence is not the opposite of intelligence, it is not the triumph of heart over head; it is the unique intersection of both.**  
**David Caruso**



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### Job Ref# J004267 Electrical Engineer

Beirut – Lebanon: A leading maintenance company in Beirut is recruiting a project manager, with BE in electrical engineering. The right candidate should have minimum 5 years relevant experience. He will be in charge of, costing details, pricing large projects ... One or more PE (s) will be reporting to him. English is a must. Car is also a must.

Working hours from 8:00 to 5:00.

The salary is between USD 2800 and USD 3000 + Transportation + Bonuses+ NSSF



### Job Ref# J004266 CRM Coordinator

A well known retail company is recruiting CRM Co-ordinator with min 1 year of experience, the job holder will Support and follow up on CRM program; manage day to day operations.

#### Duties and Responsibilities:

Handle data analysis: reporting of the company loyalty program and helping decision making; Support and follow up on all CRM animations; Conduct a competitive watch and benchmark;The Salary is around USD 1400.



### Job Ref# J004255 Accountant, German Language

Down Town - Lebanon: A leading providers of consumer Digital TV Reception equipment in Europe is recruiting Fresh and Senior Accountants with good knowledge in German language.

Working hours from 9:00 till 5:00 five days a week



### Job Ref# J004248 Electrician/ Technician

Ashrafie – Lebanon: Recruiting Electrician/Technician for Lebanon with min 2- 5 years site experience which includes a minimum of 2 years in Fire Alarm System. The salary is negotiable

**People in good moods are better at inductive reasoning and creative problem solving.**



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# Transformation occurs when existing solutions, assumed truths and past decisions are exposed as unrealistic and self-defeating.

**Peter Sheperd**



## Job Ref# J004245 Export Manager

Beirut - Lebanon: A leading FMCG company in Beirut is recruiting and Export Manager. He is responsible for increasing and maximizing sales of beverages in many markets all over the world, preparing business plans and developing present and new markets. Etc...



## Job Ref# J004244 IT Sales

Beirut - Lebanon: A leading IT and Software house in Beirut is recruiting an Account Executive with 2 years experience in sales preferably in IT Sales.  
6 working days from 8:30 till 5:00.  
Salary around USD 1250 + 2% commissions on sales for stock items and 8% for services and packaged software built in-house + NSSF.  
The car is a must.  
English is a must.



## Job Ref# J004237 Senior Buyer (Homeware department)

Beirut – Lebanon: A well known retail company is recruiting for Lebanon a Senior Buyer for the Homeware Section with previous related experience. The right person should have min 3 to 5 years of relevant experience in household section, able to travel and holding a BA degree from an accredited university.

### Main duties and responsibilities

- Update the brand mix based on competitive analysis and market needs
- Lead negotiations with suppliers and secure best contractual terms
- Provide the visual merchandising team with proper guidelines and monitor implementation. The salary is negotiable



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### Job Ref# J004235 Senior VB.Net Developer

A Leading IT Solutions Company is recruiting Senior VB.Net Developer with min 4 years of experience.  
The salary is negotiable



### Job Ref# J004231 Sales Executive

Beirut – Lebanon: Our client a construction material company is recruiting a Sales Executive with experience in Selling Construction materials especially Aluminum.



### Job Ref# J004229 Accounting & Finance Supervisor

Beirut - Lebanon: A newly established private bank in Lebanon is looking for an Accounting & Finance Supervisor.  
The right candidate should have experience in dealing with and optimizing balance



**Confidence on the outside begins by living with integrity on the inside. Brian Tracy**



### Job Ref# J004213 Training Manager

A leading Healthcare Benefits Management Solution Provider located near Furn El Chebbak is recruiting a Training Manager who is responsible for the design, planning and execution of training programs and material within the corporate organization.

His/her role is to make sure about the proper development of the “e-learning modules” using power point and adobe tools, the smooth know-how transfer, and that all officers are well trained on their duties and tools.

Job Qualifications:

- Minimum 5 years experience in training management including course designs
- Proficiency in the use of Microsoft Office (very advanced skills in Microsoft Power Point and adobe)



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**Job Ref# J004207 Store Manager**

Beirut – Lebanon: A well known retail company is recruiting a Store Manager who will be responsible for managing the day to day shop operations ranging from customer service to after sales service, handling all administrative functions being the main interface with the back office team, managing staff, controlling stock inventories, organizing shop layout, preparing reports, maintaining an active customer database to achieve set targets and secure continuous added value.

The right candidate should have a high sense for fashion, people management leadership skills, advanced selling techniques and communication skills.



**Job Ref# J004095 Sales Representative**

Ashrafieh – Lebanon: A well known company selling wine products is recruiting a Sales Representative who should deal with High End clients, restaurants and resorts' owners to promote the company's wine. The basic

salary is USD 1000 (13 months) + transportation + commission + (CNSS and Insurance)



**Job Ref# J004089 Senior IT Sales**

Beirut – Lebanon: A leading Warehousing Software Solution is looking for an IT Sales with minimum 3-5 years of Experience in sales. The Ideal Candidate will deal professionally with Clients in order to meet business and technical demands  
The salary is negotiable



**Job Ref# J003711 Perl Developers**

Beirut - Lebanon: A leading Human Resources software provider is recruiting a Perl Developers of all levels (Junior to Senior). The ideal candidate will work well in a fast paced environment and deal professionally with internal and external clients in order to meet business and technical demands



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### **Job Ref# J003710 Assistant GM**

Mansourieh – Lebanon: Recruiting for a well known IT company an Administrative assistant with min 3 years of relevant experience.  
The salary is between USD 1000 and USD 1200.



### **Job Ref# J002980 Semi Senior Auditor**

Ashrafieh - Lebanon: A leading auditing and consultancy firm in Beirut is recruiting a Semi Senior Auditor with 2 to 4 years experience in Accounting and auditing.  
The right candidate should hold a BA/MBA in Finance/Audit.  
The job holder will be in charge of:  
"Auditing balance sheets, income statement  
"Elaborating and controlling quarterly and yearly fiscal reports to the Ministry of Finance.  
The salary is between USD 800 and USD 1400 + NSSF + Medical insurance.



### **Job Ref# J002528 (Accountant Lady)**

Bourj Hammoud - Lebanon: A Leading Jewellery company is seeking to recruit an Accountant (Lady) with a min 1 year of experience. The salary is between USD 800 and USD 900



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## MEMBER'S THOUGHT

We have been dealing with Business Lobby since 2004, during which time they have provided my business with excellent support in the areas of recruitment & talent management.

I have always been very impressed with the quality of service I have received from the team. They are reliable, efficient, professional and – above all – truthful. This alone sets them out from much of their competition.

All the best,

Najib Kfoury

GM

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# 2011



Thu. 3rd / Fri. 4th of November 2011 - From 3:00 pm To 10:00 pm

Lebanese University  
Faculty of Engineering II  
Alumni Committee

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