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| Progress Report No. | : | **001/03/2105** |
| Submitted To | : | **Ms. Victoria Azar**  **Arab Americare** |
| Project | : | **“Professional Development Training”** |
| Date | : | **March 31, 2015** |
| Submitted By | : | **Nisreen Musleh**  **Ritaj Managerial Solutions Ltd.** |

**The Participants**

1. **Gender Based Analysis**

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| --- | --- | --- | --- |
| **Participants Gender** | | | |
| Location | No. of Participants | Gender | |
| Males | Females |
| BZU graduates | 30 | 5 | 25 |
|  |  |  |  |

1. **Major/Education**

|  |  |
| --- | --- |
| Education Background | # of trainees |
| 1. Mathematics and applied economics | 1 |
| 1. English | 7 |
| 1. Accounting | 3 |
| 1. Finance | 2 |
| 1. Media / Journalism | 4 |
| 1. History | 1 |
| 1. Computer | 2 |
| 1. Political Science | 3 |
| 1. Economics | 2 |
| 1. Business Administration | 1 |
| 1. Sociology | 2 |

1. **Feedback**

**CV writing and Interview Skills**

This session addressed the key components that need to be included in a professional resume, the proper sequence of information and how to present them in order to attract employers. Discussion was enriching since to justify the need of each part of the resume.

After practicing writing a short bio, participants revisited their resumes and rewrote them in a more professional manner.

As for interview skills, we discussed the do’s and don’ts when going through the interview process, the most common interview questions and how to respond, avoiding poor answers and the required preparation prior the interview.

A video was presented during the session to identify the way to act/react during an interview. Some participants were already going through actual interviews and they came back to talk about their experience and get feedback on their performance.

Following, a role-play was conducted with 5 different participants to observe the positives and negatives while being interviewed.

Topics addressed :

* Components of a professional resume
* Writing a bio
* Review a model resume
* Write resumes and get feedback
* Avoiding poor answers at an interview
* Model answers to some interview questions
* Standout at an interview
* Do’s and don’ts of an interview
* Interview checklist

**Business Writing**

This session introduced business settings and the proper way to correspond using business terminology.

Trainees worked in groups to discuss handouts regarding business writings.

The session addressed the following:

* Types of business writing
* Why write
* Writing tips for emails for job applications

Participants then practiced in pairs to write a professional business email then each sample was discussed in front of the group.

**Time Management**

Trainees were introduced to the most precious resource which is time and learnt some technical and how to manage tasks in hand in order to utilize their time in the best way possible.

Training started with setting professional and or personal goals and the means to meet these goals by managing their time. trainees have worked with worksheets in order to track time wasters.

Topics addressed were as follows:

* Introduction to the concept of time management
* Set goals
* Plan actions
* Prioritization
* Dealing with interruptions
* Procrastination

**Computer Skills**

Trainees were introduced to the Microsoft Office Suite and the most important features needed in a given work environment. they have learned on how to professionally use the features in outlook, use Excel for data collection, MS Word for reporting, PowerPoint for presentation.

Topics addressed were as follows:

* Managing outlook inbox
* Review, References, Mailings bars in MS Word.
* Design, audiovisual presentations in PowerPoint
* Spreadsheet management in Excel
* Internet research and navigation

**Effective communication skills**

Trainees compared between various types of communication and their influence on recipients.

Then, they watched short YouTube on communication. Then, participants listed both positive and negative outcomes impacted by communication.

Topics addressed were as follows:

1. Achieving success through effective communication
2. Giving job Instructions
3. Assertive Behavior
4. Dealing with anxiety
5. Providing Feedback
6. Understanding the Importance of Communicating Across Cultures
7. Conducting successful meetings
8. Presentation skills
9. Conducting successful Interviews

**Presentation Skills**

Trainees were introduced to the concept of presenting their ideas professionally while focusing on both the personal skills and technical flow of information. They have practiced giving a 3 minute presentation about topics of their choice. The key concentration aspect was to practice reducing tension before an important presentation.

Topics addressed were as follows:

* Keeping your audience engaged
* Tips on length and content of presentation
* Practicing public speaking
* Organizing thoughts
* Presentation tools
* Storytelling
* Keeping your audience engaged
* Dealing with questions by audience
* Wrapping up

**Personal Branding**

Personal branding is a fairly new topic for young professionals, it was introduced by watching videos about how to brand yourself and your professional skills. The video was followed by open discussion and then people worked in groups in order to select and focus on their personal brand. They answered a set of questions on motivation, positioning and connections

Topics address

* How to create your own personal brand
* To get an idea about the approach of developing a personal brand
* To recognize the significance of a personal brand

**Pitching**

Trainees were introduced to the concept of pitching to land a job opportunity within 30 seconds to a minute. Fresh graduates should master this skill in order to promote their capacities and enter the work environment and get good jobs as a start.

Topics addressed were as follows:

* Preparing a pitch
* Describing accomplishments
* Filtering and rephrasing accomplishments
* Delivering with confidence
* **How to continue practicing the pitch**
* **Discussing a sample pitch by a fresh graduate**

**Business English**

This session addressed the most common business terminology and how they can be used in the work environment. They have practiced the terms and various uses of them giving practical examples. Trainees received a list of words and worked in groups to use them in work-related context.

**Leadership**

Leadership is a constantly developing trait in personalities. Trainees were introduced to the concept of leadership and how to detect the leader amongst themselves. They have also learned about the basis for understanding what leadership is and what leaders do to be successful.

Topics addressed were as follows:

* What is leadership
* Leadership traits
* Personality styles
* The role of a leader at work

**End Notes**

1. **Remarks**

The group of trainees were highly committed to attending the sessions, they showed high interest in the topics and were engaged and asked many questions particularly in the interview skills. Only a few skipped some hours in order to go to actual job interviews. Training was highly interactive introducing the concepts and skills and then applying it via practices, group discussions, or exercises that engaged participants to practice the concepts.

Assignments were done with utmost care, particularity rewriting the resumes and a short bio about themselves. One-on-one coaching and advice were given to some trainees on how to manage an interview or how to start shaping their career path.

1. **Recommendations**
2. To continue selecting graduates in order to have better commitment
3. To give additional session for interview skills and CV writing.
4. To coach trainees after the training to see the actual application on the ground
5. to follow-up with trainees while at the internship in order to [provide advice as needed.