



# CDC News

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Published by the Career Development Center at the American Chamber of Commerce in Egypt

## Expanding Our Training Opportunities

Realizing how crucial manpower is for each and every company's success, Amcham's Career Development Center (CDC) has been providing Egyptian employees and individuals with the most advanced and relevant training courses for the past 17 years. At CDC, we are determined to maintain our leadership in offering tailored programs and fulfilling the needs of both our members and the wider business community.

Therefore, and in response to the increasing demand for the most up-to-date courses and workshops, it is my pleasure to announce that the inauguration of the CDC's new premises at the Aboul Fetouh building in Mohandiseen will be taking place this March.

The new 800-square meter facility will be the venue for all our courses and workshops. With a capacity accommodating up to 220 students, as well as a café for inter-session breaks, the new headquarters will provide the perfect academic environment for our trainees and instructors alike. In addition to our ongoing courses covering a variety of business fields, our new expansion will also coincide with the introduction of five of the most advanced training courses serving the field of management.

In alliance with our affiliates, the Institute of Certified Professional Managers (ICPM), which is recognized worldwide as the provider of the Certified Manager (CM), the Management Certification will be one of the latest programs offered by CDC. The course emphasizes the three aspects of management skills including *Foundations of Management, Planning and Organizing and Leading and Controlling*.

Among the new management courses to be taught will be the Certification in Production and Inventory Management (CPIM), as well as the Certificate for Supply Chain Professional (CSCP). These two programs, which will commence in cooperation with the Association for Operations Management (APICS) are both designed to help equip operations management professionals with the skills, knowledge and credibility they need to be successful in their careers.

I hereby welcome you all to join us in our new facility, where numerous excellent opportunities for career development and guidance will be offered to all our future trainees.

*Sincerely,*

**Dr. Mohamed Amin S. Hemimy**

*AmCham Deputy Executive Director*

*CDC Department Manager*



# AmCham Employment Fair 2008

## AmCham Employment Fair for Middle Management

The Career Development Center (CDC) held its fifth annual Employment and Professional Development Fair on December 26-27 at the InterContinental CityStars hotel in Cairo. The event featured 75 employer booths, in addition to 16 parallel training sessions. By all reckonings, this year's fair was a runaway success, with a marked increase in overall attendance, the number of employers and total jobs available.

Over two days, 4000 job seekers visited the booths to speak with company representatives, inquire about opportunities or submit their CVs. They also received a

voluminous booklet with each company's background and current job vacancies

Coca-Cola was the fair's Patron Sponsor, Cairo 3A (Platinum Sponsor) Xerox, General Motors and Olympic Group (Gold Sponsors), Arab Bank, British American Tobacco, Edita and Piraeus Bank (Silver Sponsors) and Nile FM (Media Sponsor)

Companies represented a wide range of industries, including banking, telecom, construction, food and beverages, pharmaceuticals, insurance, education and recruitment agencies.

### Employment Fair: Training Sessions

Four-hour workshops were held on both days of the Employment Fair. Topics addressed on the first day included Basics of Finance, Basics of Finance, Successful Marketing Methods, The Art of Creative Thinking, The Best Time Management Tools and Techniques and Customer Relationship Management. The second day had classes in Treasury and

Risk Management, Putting Your Know-How into Action, Effective Public Relations, Investing in People and Coaching: The Lifestyle New Approach

Companies interested in participating in AmCham's next Employment Fair 2009, please contact: [Fair@amcham.org.eg](mailto:Fair@amcham.org.eg)



# AmCham Employment Fair for Middle Management





# CDC Certifications



## Certificate in Production and Inventory Management (CPIM):



The course is offered by **The Association for Operations Management (APICS)**, whose programs are recognized worldwide as the standard of professional excellence in operations management.

By defining common language, practices and the knowledge, the course creates added efficiency that is seen across a number of world class organizations and supply chains.

*CPIM allows you to:*

- Gain specialized knowledge in production and inventory management.
- Enhance your on-the-job performance.
- Pass five exams to become an APICS, CPIM designee.
- Combine preparation methods for personalized success.
- Earn the APICS, CPIM-required or preferred by more than 500 employers around the world.

*Upon completion of the APICS CPIM program you will:*

- Increase your functional knowledge of production and inventory management.
- Improve efficiency across the processes of your organization's supply chain.
- Streamline operations through accurate forecasting.
- Predict outcomes more accurately.
- Maximize ROI on systems and technologies.
- Increase profitability by optimizing your organization's inventory investment.
- Enhance your credibility among peers employers and customers.

## Certificate for Supply Chain Professional (CSCP):

In addition to CPIM, the **Certificate for Supply Chain Professional (CSCP)** is also offered by APICS. It is the first globally recognized comprehensive certification program designed for supply chain management professionals.

Moreover, it is the first and only global supply chain credential accepted by the world's top manufacturers.

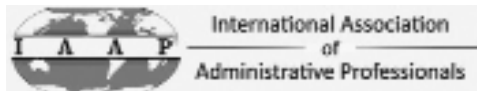
*The APICS CSCP helps you to:*

- Enhance or develop your skills.
- Create and execute supply chain strategies that meet customer needs and increase profits.
- Increase your value to employers who know that a well-run supply chain is a key component of a forward-looking and competitive enterprise.

## Certified Professional Secretary (CPS):

**Certified Professional Secretary (CPS)** is a course offered in alliance with the International Association of Administrative Professionals (IAAP).

The course is designed as refresher classes for individuals planning to take the CPS exam to attain the CPS rating. Class curriculum is based on the CPS Examination Review Series published by Prentice Hall.



The review is designed specifically for professionals, who wish to apply knowledge and skills gained in their field to professional certification. This course also reviews the subjects included in the CPS exam and gives you an opportunity to ask questions of an expert in the field.

*CPS covers the following subjects:*

- Accounting
- Office Administration
- Office Technology
- Economics
- Business Law

## **Certified Administrative Professional (CAP):**

The goal of the **Certified Administrative Professional (CAP)** Program, which is also offered with our affiliates (IAAP) is to prepare an individual to pass the International Association of Administrative Professionals' certification for Certified Administrative Assistant. This program allows for an individual to take a mid-cycle certification for Certified Professional Secretary.

## **Certified Manager (CM):**

The **Certified Manager (CM)** Program is a globally recognized certificate of offered by the institute of certified professional managers, it is divided into three parts. Together, they convey a comprehensive understanding of the CM Body of Knowledge and provide skills that can be readily applied to the workplace.



*The course's three parts titles are:*

### **Management Skills**

#### **Part 1: Foundations of Management**

This Part covers fundamental leadership and management practices.

*Part content includes:*

- Managerial functions, roles and skills
- Managing diversity
- Managing globally
- Ethics and social responsibility
- Business law, communication and economics
- Management information systems
- Product development

#### **Part 2: Planning and Organizing**

This Part covers the core managerial functions of planning and organizing.

*Part content includes:*

- Planning and formulating strategy
- Operations management
- Project management
- Planning effective meetings and decision making
- Organizing work and structure
- HR management
- Coaching and providing feedback

#### **Part 3: Leading and Controlling**

This Part covers covers the core managerial functions of leading and controlling.

*Part content includes:*

- Leading and motivating employees
- Empowerment and delegation
- Time and stress management
- Managing change and conflict
- Operations control
- Quality and financial management

# Quiz

## What Kind of Work Personality Are You?

Your office contains several different personalities. Take this short quiz to find out which of these three common personalities fits you best:

### 1. When your company announces new procedures for recording customer complaints, you:

- a) Accept, the changes without comment and ignore your co-workers' anger.
- b) Follow the new rules immediately although you are unhappy with the changes.
- c) Question the effectiveness of the changes and ignore co-workers opinions.

### 2. When dealing with irate customers, you:

- a) Accept any customer abuse without reaction and resolve the issue without stressing over it.
- b) Listen carefully, analyze the problem and consult your "rule-book."
- c) Question the customers arguments, tell them they are mistaken but assure them you will resolve the issue.

### 3. After your boss asks you to lead a training session on a new product, you:

- a) Offer no objections or opinions, and prepare a pretty good presentation.
- b) Decline, saying you prefer to listen and take notes.
- c) Jump at the opportunity and plan the best presentation-ever.

### 4. When conflict arises between you and a co-worker, you:

- A) Apologize and avoid the person in the future.
- b) Recall all the events leading to the conflict and discuss it with your boss.
- c) Confront and ridicule the co-worker loudly, and persuade your boss to side with you.

### 5. After you resolve a customers problem and close a big sale, you:

- a) Feel satisfied, but keep it to yourself and keep working.
- b) Expect success, because you handled the problem by the book.
- c) Tell everyone how well you did and wait for praise.

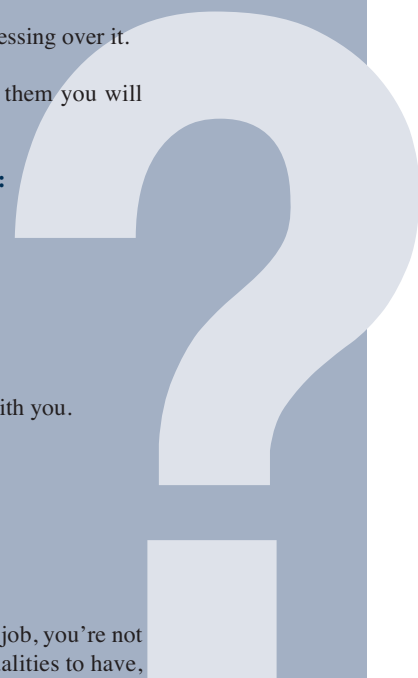
*Did you choose...*

**Mostly A's?** you're likely a complacent personality. You're satisfied with your job, you're not overly concerned with work matters, and you are eager to please. Excellent qualities to have, but be sure to get involved and express your opinions to avoid appearing indifferent or uncaring at work.

**Mostly B's?** you're likely an analytic personality. You're neat and precise. You love to analyze issues and focus on details. You work strictly by the book and take your job seriously. You prefer to work alone and mind your own business. You have a great work ethic, but be open to working on teams, and always seek out the benefits of changes. Doing so helps you avoid being perceived as someone who resists change or isn't a team player.

**Mostly C's?** you're likely an arrogant personality. You're driven and career-oriented, intelligent and productive. You expect praise for your accomplishment and skills. You sound like prize employee, but you tend to have trouble listening to other people and often accuse them of being wrong. Sharpen your listening skills and welcome others' ideas to prevent coming across a pompous bully.

*Takeaway:* By enhancing your positive and avoiding the negative, you'll improve your image, your work relationships and your overall work experience.





## Fitting Into That New Job

When you start a new job or move to another position, assume you have 60 days to learn if you will fit in. Here is a suggested schedule for the first:

- **14 days.** Get to know four people who can tell you what you need to know to succeed—teammates, project leaders, potential mentors. Lunch with them at least twice a week. Possible questions: “what are the culture’s no-nos?”
- **30 days.** It is dangerous to assume that you are doing what the boss expects. So near the end of that first month, ask for a “how am I doing?” meeting.
- **45 days.** Review your job description. Does it differ from what you actually do? Do you see any new avenues you might pursue? Are your top projects what you expected them to be? Armed with these answers, ask to meet with your boss to craft a reality based description you both agree on.
- **60 days.** Don’t tackle a list easy jobs just so you can point to how many things you’ve done. And don’t try to be a hero by taking on a titanic task that is doomed to sink you. Instead, strive for a mix of quantity and reality, and do enough to show your potential.



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## Become a Time Management Pro

If your time management skills are up to par, you can provide better service to customers. Why? Because when you use time wisely, you have more time to spend talking with customers, assessing their needs and providing them with top-notch customer care. Here are some tips you can use to master the clock.

- **Be a list maker.** At the end of each workday, make a written list of jobs that you must accomplish the next day in their order of importance. Having your “to dos” on paper keeps you focused on your priorities. Be sure to set a maximum amount of time you will spend on each job. For example:

8 to 8:25. Check voice-mail and e-mail messages that have come in since the end of yesterday’s shift. Reply to customers messages.

8:25 to 8:45. Process new orders.

8:45 to 9:05. Phone past customers to tell them about the new upgrade.

9:05 to 9:20. Read materials to prepare for today’s training session.

Cross off tasks as you complete them. That practice will give you a sense of accomplishment and spur you to complete the rest of the list. It is also a psychological boost to see tasks “disappearing.”

- **Schedule similar work** for the same time blocks so that you can handle those jobs at once. Example: if you need to file new customers’ folders and weed out old ones, do those tasks back to back.
- **Tackle your toughest tasks** during your peak periods. Those are the times of day when you normally have the most energy and drive. Example: if you are not a morning person—and it takes a good hour and a carafe of coffee before your brain is fully functioning—wait until you are awake and alert before you call a customer who wants highly technical information.
- **Be a neat freak.** When your files are in piles and notes and office supplies are scattered all over your workstation, you waste time searching for items you need. Organize your workspace so that often-used supplies are at hand and everything else is neatly tucked into a drawer or file cabinet.