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Operations News



Hospitality company of the year



ADC—1 year without LTI



IL Terrazzo



Profile of the Issue



And More ...

Action Hotels Company is awarded as the Hospitality company of the year by Arabian Business Achievement Awards Kuwait 2017.



G.M.'s Message

Welcome to the 32nd issue of AREC's quarterly newsletter, best source to keep in touch with the news of AGH & AREC'S family.

We would like to welcome our new staff members on board and thank all for your efforts and commitment. Hope you enjoy this edition, and as always, we welcome your feedback, suggestions to improve the design and content or queries on any aspect of the newsletter

Wish you Happy Reading

Thank you and best Regards

Rawaf I. Bourisli
General Manager





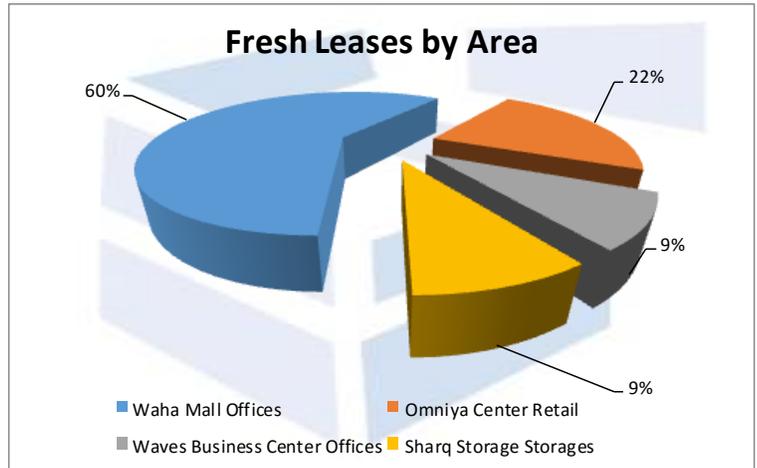
Operational News 2nd Quarter of 2017

By: Joe Weberhofer, Operations & Marketing Manager

During the Second Quarter of 2017, the most active property in terms of Fresh Leases from an Area Perspective was Waha Mall, followed by Omniya Centre.

From an Area basis, the fresh leases during 2nd Quarter of 2017 were as follows;

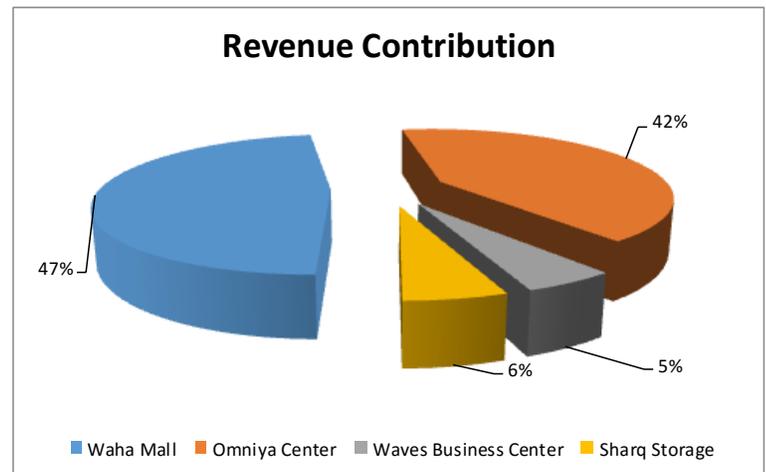
Property	Area
Waha Mall	60%
Omniya Center	22%
Waves Business Center	9%
Ibis Sharq	9%



Waha Mall alone generated 60 % of all new area that was leased, followed by Omniya Centre representing 22 % of all new area leased. Waves Business Centre and Ibis Sharq storage were also very active with 9% leased during the quarter.

But more important than area is the Revenue Contribution of each fresh lease, as the kd/sqm for a retail space has a much higher impact than the kd/sqm of office space, in terms of Revenue Contribution.

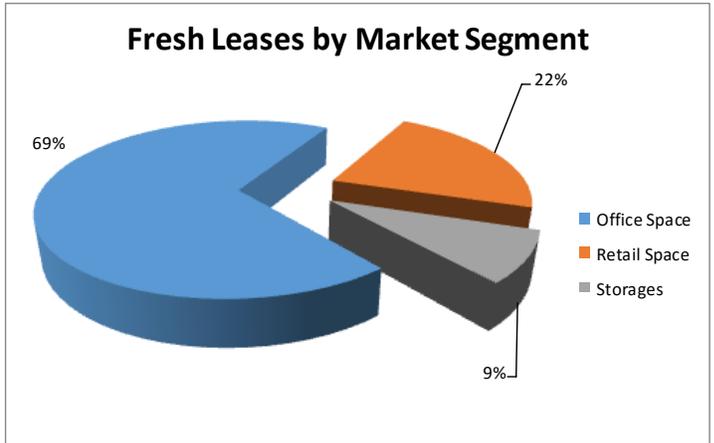
Property	Revenue Contribution
Waha Mall	47 %
Omniya Center	42 %
Waves Business Center	5 %
Ibis Sharq	6 %





When considering the Lease Type on an Area Basis, the table shows the following results:

From an Area (m2) basis	
Type of lease	%
Office Space	69 %
Residential	22 %
Retail Space	9 %



From a Leasing Type perspective, the most active sector in terms of newly leased areas was the Office Space followed by the Retail Space.





Action Hotels Company is awarded as the Hospitality company of the year by Arabian Business Achievement Awards Kuwait 2017.



Action Hotels Company is awarded as the Hospitality company of the year by Arabian Business Achievement Awards Kuwait 2017. The Arabian Business Kuwait Awards recognizes and reward outstanding success and innovation across various industry sectors in Kuwait. The 2017 awards honored top individuals and companies that have delivered success, innovation and excellence, as well as those that have made a vital contribution to the vibrancy of business within Kuwait. The awards represent the benchmark of success for individuals and companies and are eagerly anticipated by winners, sponsors, nominees and guests each year. In addition to the awards presentation, had the opportunity to network with senior level executives as well as local dignitaries who frequently attend. The judging panel was comprised of editorial members working across the Arabian Business brands, plus the board of directors at parent company ITP Media Group

Click Link Below







Article — 10 steps to Make Time Management work for you



10 Steps to Make Time Management Work for You

The right techniques make time management work.

Here are few simple techniques that consistently work well, if implemented properly.

Here are 10 steps that, if followed, will ensure time-management works for you:

1. Kick the Habit: Like many poor habits, poor time management is a behavior that has been developed over time and the first step in “kicking the habit” is to recognize that you have a problem and then to make a firm commitment to do

something about it.

2. Effective Planning: Similar to other disciplines, effective time management is a discipline that can be learned and mastered over time. The key principle to effective time management is planning. It’s been shown that for every minute you spend in planning, ten minutes is saved in execution.

3. Plan Each Day in Advance: The first step is to plan each day in advance. Whether you use a day planner, PDA device or electronic calendar, find the tool that works best for you. Sit down each night and carefully plan out your next day. Ask yourself: “What is the most important use of my time?” and “Where do I bring the greatest value to my organization?”

4. Develop your Daily Plan by Ranking Tasks: with the key tasks that must be accomplished (based on the answers to the two questions above). Once you have listed these vital tasks, then rank them accordingly (usually the ABCD method works well).

Planning your day the night before has other benefits as well. One key benefit is that you will sleep better, as your conscious mind can rest (because you’ve written down what must be accomplished and don’t have to worry about remembering every task). Your subconscious mind can then go to work on these issues while you sleep.



5. Block Scheduling: Next, look at your day as blocks of time put together. We call this Block Scheduling. Start with ‘hour’ blocks, then as you get more practice and become more proficient at budgeting your time, you will look at 30-minute blocks of time.

6. Mark Your Calendar with these Blocks of Time: Some of the most effective time managers look at their days in 15-minute increments. Take the ranked tasks from your list and insert them into the blocks of time on your calendar, starting with the most important task first.

7. Determine what time in the day you will set aside for each task: Morning time is usually the best time to tackle your most difficult and highest priority tasks. As the day wears on and you wear down, you can then work on the other tasks requiring less mental effort. Now you’re ready to begin your day.

8. Prioritize & Focus to reach Completion: Jump right in and begin on the most important, highest value task immediately. Focus single-mindedly on starting and finishing this task and do not deviate from your plan. One of the biggest enemies of time management is the practice of starting several tasks but never finishing any of them. A great prompting question to always ask yourself is, “Is this the most important thing I should be doing right here, right now?” Another key to successful Block Scheduling is not getting “derailed” from your plan.

9. Minimize Distractions: Distractions like the phone, internet, email, co-workers, daydreaming, etc., can and will work to thwart your plan. Make the necessary arrangements to keep these distractions to a minimum.

10. Additional Tips: Finally, here are a few final suggestions:

- First, make sure you take the appropriate time to speak with employees and co-workers, as well as time for returning phone calls, emails, etc. The key is to do these tasks when they are scheduled (much easier said than done, of course).



- Schedule several breaks during the day – take “5-minute vacations” where you can walk outside or around the office, stretch and clear your mind to recharge your mental batteries and allow yourself to get re-focused on your work.

I challenge you to start today by implementing these techniques. If you learn to do them and do them well, you’ll be able to use some of that new found time for some much needed personal and family enjoyment.

Quote



Staying positive and motivated in your personal life, work and attitude can be tough. Perhaps others around you are negative, or you yourself get stuck in a downward spiral of pessimistic thinking. When that happens, you need a spark of optimism and positivity in your life. To help you get back on track and stay positive, we've gathered few motivating and inspirational quotes. These are the quotes that will lift you up in the middle of a negative cycle or help you continue to push through and keep being positive so that you can achieve your dreams.

"Your work is going to fill a large part of your life, and the only way to be truly satisfied is to do what you believe is great work. And the only way to do great work is to love what you do." – *Steve Jobs*

"A man is but the product of his thoughts. What he thinks, he becomes." – *Mahatma Gandhi*

"If you think you can do a thing or think you can't do a thing, you're right." – *Henry Ford*

"The pessimist sees difficulty in every opportunity; the optimist sees the opportunity in every difficulty." – *Winston Churchill*

"It's hard to beat a person who never gives up." – *Babe Ruth*

"If you work just for money, you'll never make it, but if you love what you're doing and you always put the customer first, success will be yours." – *Ray Crock*

"Your positive action combined with positive thinking results in success." – *Shiv Kherra*

"If opportunity doesn't knock, build a door." – *Milton Berie*

"An attitude of positive expectation is the mark of the superior personality." – *Brian Tracy*

"The only place where your dream becomes impossible is in your own thinking." – *Robert H. Shuller*

"We don't see things as they are, we see them as we are." – *Anais Nin*

"Happiness is an attitude. We either make ourselves miserable, or happy and strong. The amount of work is the same." – *Francesca Reigler*

"Today is a new beginning, a chance to turn your failures into achievements & your sorrows into goods. No room for excuses." – *Joel Brown*

"Take chances, make mistakes. That's how you grow. Pain nourishes your courage. You have to fail in order to practice being brave." – *Mary Tyler Moore*

"I am the greatest, I said that even before I knew I was." – *Muhammad Ali*

"The greatest discovery of all time is that a person can change his future by merely changing his attitude." – *Oprah Winfrey*

"Positive thinking means expecting, believing, and visualizing what you want to achieve. It means seeing in your mind's eye the thing you want, as an accomplished fact."

"Whatever you want to do, do it now. There are only so many tomorrows." – *Michael Landon*

"Believe that life is worth living and your belief will help create the fact." – *William James*

"Keep your face to the sunshine and you cannot see a shadow." – *Helen Keller*

"With everything that has happened to you, you can either feel sorry for yourself or treat what has happened as a gift. Everything is either an opportunity to grow or an obstacle to keep you from growing. You get to choose." – *Dr. Wayne W Dyer*

"Life is a gift, and it offers us the privilege, opportunity, and responsibility to give something back by becoming more." – *Tony Robbins*

"Our greatest weakness lies in giving up. The most certain way to succeed is always to try just one more time." – *Thomas Edison*

"If you can dream it, then you can achieve it. You will get all you want in life if you help enough other people get what they want." – *Zig Ziglar*

"Life has many ways of testing a person's will, either by having nothing happen at all or by having everything happen all at once." – *Paulo Coelho*

"All you can change is yourself, but sometimes that changes everything!" – *Gary W Goldstein*

"Ability is what you're capable of doing. Motivation determines what you do. Attitude determines how well you do it." – *Lou Holtz*

"Our attitude towards life determines life's attitude towards us." – *John Mitchell*

"A positive attitude may not solve all your problems, but it will annoy enough people to make it worth the effort." – *Herm Albright*

"Excellence is not a skill. It is an attitude." – *Ralph Marston*

"Take the attitude of a student, never be too big to ask questions, never know too much to learn something new." – *Og Mandino*

"A bad attitude is like a flat tire, you won't get no where till you change it."

"Attitude is the frame in which you view the world, the hue in which people see you, the tone in which they hear you and the mood for all your day's activities."

"An attitude of positive expectation is the mark of the superior personality." – *Brian Tracy*

"Attitude is a little thing that makes a big difference." – *Winston Churchill*

"If you don't like something change it; if you can't change it, change the way you think about it." – *Mary Engelbreit*

"Be the attitude you want to be around." – *Tim DeTellis*

"The sun himself is weak when he first rises, and gathers strength and courage as the day gets on." – *Charles Dickens*

"When one door of happiness closes, another opens, but often we look so long at the closed door that we do not see the one that has been opened for us." – *Helen Keller*

"When writing the story of your life, don't let anyone else hold the pen." – *Harley Davidson*

"Happiness is not something you postpone for the future; it is something you design for the present." – *Jim Rohn*

"Nothing can stop the man with the right mental attitude from achieving his goal; nothing on earth can help the man with the wrong mental attitude." – *Thomas Jefferson*

"People inspire you or they drain you – pick them wisely." – *Hans F Hanson*

"The ultimate measure of a man is not where he stands in moments of comfort and convenience, but where he stands at times of challenge and controversy." – *Martin Luther King*

"Tough times never last, but tough people do." – *Robert H. Schuller*

"When you come to the end of your rope, tie a knot and hang on." – *Franklin D. Roosevelt*

There are only two days in the year that nothing can be done. One is called yesterday and the other is called tomorrow, so today is the right day to love, believe, do and mostly live—*Dalai Lama*

"Things work out best for those who make the best of the way things work out." – *John Wooden*

"If you are grateful, I will give you more" – *Surah Ibrahim—Verse 7*

"Work hard in silence. Let your success be your noise" – *Frank Ocean*

Success is a state of mind if you want success start thinking of yourself as a success—*Dr. Joyce Brothers*

If you are always trying to be normal you will never know how amazing you can be—*Maya Angelou*

When your work becomes your mission, your business will become a movement—*R. Sharma*

Success doesn't come to you, you go to it

You are what you do, not what you say you'll do

Either you run the day, or day runs you.

Try and fail, but don't fail to try.

Focus on the goal, not the obstacles.



SD –15 & SD16 completed 1 year without LTI

Action Drilling Company is pleased to announce that on SD-15 has completed 1 year lost time injury (LTI) free milestone. This is in addition to the recent achievement of the same for SD-16.

To reach these achievements, the teams have committed to a safe culture by focusing on Sun Drilling's Safety Rules and SOP's, with strong visible leadership from line management setting the example for all, to ensure everyone goes home, without harm, every day. Employees are conscientious and proactive in creating and ensuring a safe work environment. They place importance for the responsibility of workplace safety on every member of the team.

Action Drilling company have implemented several initiatives to achieve this excellent safety milestone, including:-

- Strong processes which encourage pro-active and conscientious behavior;
- Safety responsibility culture – both collective and individual;
- Active participation in clients HAZOPS & SIMOPS;
- Regular observation and hazard reporting;
- Regular auditing, reporting and monitoring;
- ICAM and TapRoot cause analysis to understand the root cause of any incident;
- Embracing the “Right to Stop Work” authority for unsafe situations;
- Conscience effort to continuously improve safety performance; and
- Dynamic and specific HSE communication across the business.



Every day the teams face the unique challenge of working in a high risk sector filled with high injury potentials and risk. However, the crew's strong belief in safe working environment has yielded positive results and we look forward to maintaining this record for many years to come.

*“Safety must come first, and I believe there is no reason we can't have an injury-free workplace. Our team have really embraced this approach, understanding incidents not only impact our work, but importantly, family and home life too”, We have very good controls in place to prevent accidents or reoccurrence of incidents across the business, and we are continuously looking at ways to reduce risk where we work. This has been critical in achieving this safety milestone”, said **Eng. Rawaf I. Bourlisi***

Congratulations to all SD-15 and SD-16 CREW.





IL Terrazzo—Shisha Café & Lounge



IL Terrazzo Shisha Café & Lounge, located on the third floor of the Ibis Hotel, Salmiya, set up in an open air terrace consigned to manage the venue. IL Terrazzo Restaurant is the place you want to be.

A charming spot serving the unique Shisha (hubbly bubbly) experience complemented by an array of real fruit flavoring to choose from, along with drinks and light meals are served with its fantastic Al fresco setting overlooking the perfect view of the Arabian Gulf.



New Appointments

Management would like to introduce its new family members, and wishes them best of luck in their endeavors and success. Welcome on Board.....!



Mr. Ramakrishnan, joined ACB –Bronzia, as Sr. Accountant on 1st March 2017, he is holding Bachelor's degree in Commerce, from Calicut University, Kerala, India, has 14 years experience in handling accounting transactions, book keeping tasks, payments, balancing accounts, payroll, has flair to take up challenging assignment, adaptable to new environments, has broad knowledge of financial principles and practices, with proven abilities in team management. Before joining ACB has worked with KGL, Flex Resorts & Real Estate co. Kuwait.

Mr. Hunaid Rana, joined ACB-Bronzia, as Technical Sales coordinator on 15th March 2017, he has completed his M.B.A., from IIBMS, India, has 12 years experience in administration and sales field an experienced and well-organized Sales Coordinate sales team by managing schedules, filing important documents and communicating relevant information, keeps schedules and provides feedback, facilitates the team's activities so as to maximize their performance and the solid and long-lasting development of the company, Ensures the adequacy of sales-related equipment or material.



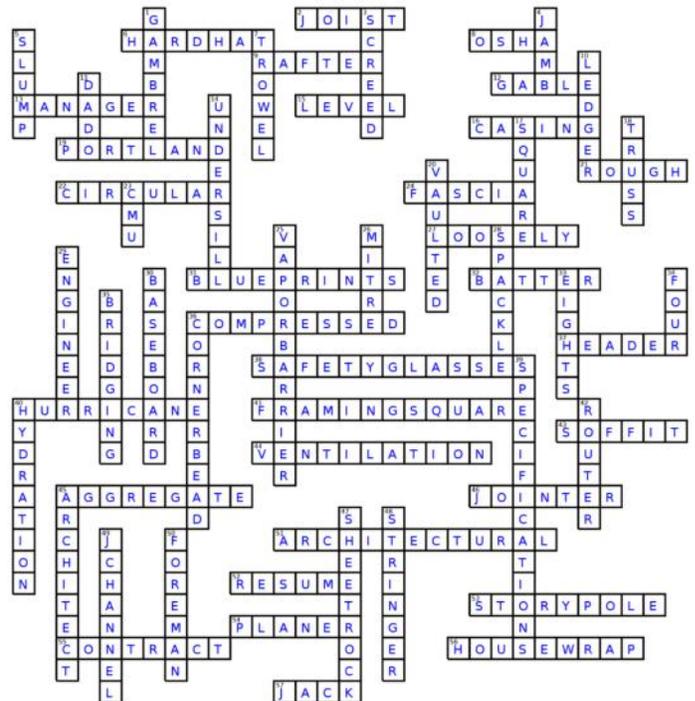
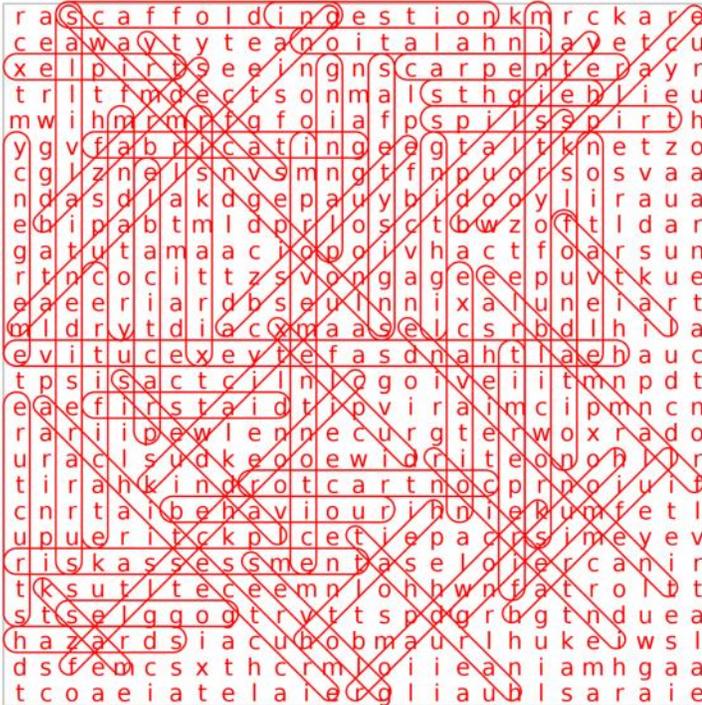
Mr. Ramil Vicente Cadano, Joined AREC on 1st June 2017 as Sr. Accountant, He has a degree of B.S. Accountancy from Far Eastern University in Manila, Philippines, has 17 years of experience in finance, responsible mainly in the preparation and analysis of Financial Statements and ensures compliance with Tax Laws and applicable international accounting standards, handles cash & non-cash bank facilities. In all his previous companies, he was always one of the key people who lead in the ISO certification and the continual Quality Management System (QMS) audit. Before joining AREC, has worked with Philippine National Oil company & Kharafi National

Eng. Ahmed Mahmoud El Menyar, joined AREC on 18th June 2017, as Facilities Manager and Fit out Engineer, he has completed B.Sc. in Mechanical Engineering, from Mansoura University, Egypt. (member of Kuwait Society of Engineers), he shall be responsible to cover all aspects of facility management, real estate services, design and construction standard development, and construction project management, programmatic administration, coordination and management of projects, budgetary oversight, facilities management, and leadership of programs and services, including specialized architectural, engineering, site, and construction services; energy engineering; building code analysis; project scheduling, estimating, and management; and support of operations and maintenance.





Answers of previous issue



Employee of the Quarter Award

Congratulations to our “Employee of the 2nd Quarter 2017” - Manzor Jaien

EOQ is awarded to Manzor Jaien, Operations and Maintenance department for his outstanding dedication.

It is the intent of AREC to recognize and reward those employees, who excel in performing their duties, contribute to the overall “Positive” image of the company and identify individual who submit innovative ideas that result in providing services with less resources being expended. The significant contribution many include providing excellent services, willingness to work above and beyond the duty.



He joined AREC in 2007, in operations and maintenance department, as operations coordinator and has since excelled in his job role; being described by operations and marketing manager, Joe Weberhofer, as “a quiet performer who responds to positive feedback with obvious joy”, is very efficient, professional and organized with his work duties and has an outstanding performance, plans, organizes, staffs, directs and controls the day to day operations of the department.

Joe added: “when we pass on thanks and praise for the exceptional work he delivers he is usually surprised, and clearly proud. The pride he takes in his work is infectious and he regularly talks to colleagues about how much he “loves working here”, this positivity spreads across the floor and influences those around him.”

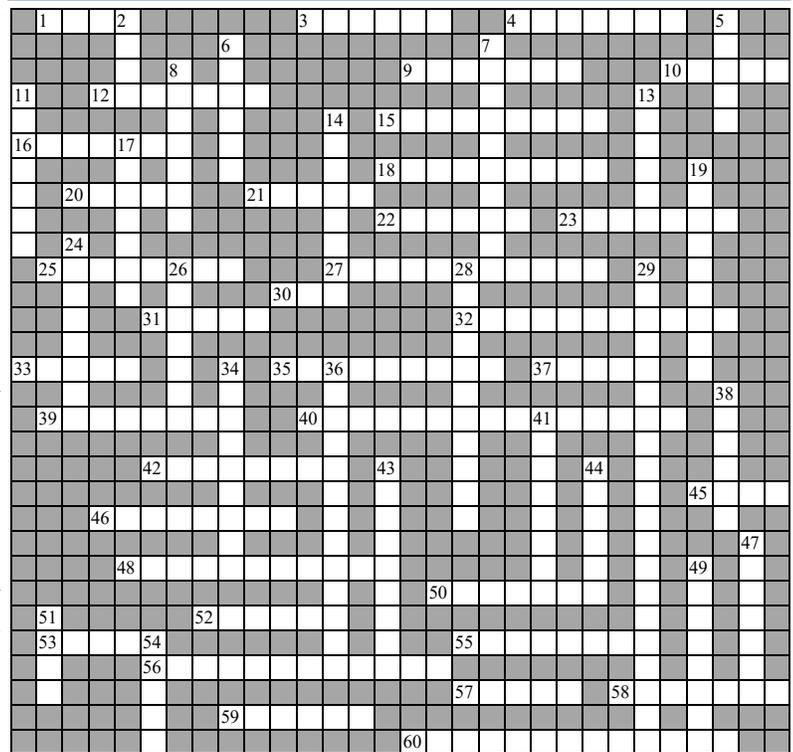


In this puzzle, find the name of the language that is presented in the clue

Puzzle



m a r u s m l e v e i m i h a i a d w e n l r
 h e m i l y s u s a n e i a j r o z n a m n l f
 a w o s e s k c i r e m o h r e b e w e o j f
 a i a u a a r m i l m r m d d m g m v a o l i
 a t i l a l r a a m a e y n z i f r a m u k y
 m m m h i i d i r a m i d i a h a l a m a b r l
 o a a i r k o s r l s m m l z j i m n r o n l
 f e e t a l l u d b a r e e m a e d u j h s e
 r a r n w s a o r a m u k m e r p a i h p o s
 r a a j a a m n n n n a h k k h d l r o l r l
 k n g r n h a a c a n d i d a d s o u z a a r
 z i e b d e k e m i l a h i o i n h l j n a z
 m v o i f a d s o u a i i b r t s a a n w a o
 f a r w a d i v h t d h v u a a a t m a a m k
 a e g a l x h a n f d a o i l h s l b i d r r
 k l e a e o s a a e r b i l c a a a a e a i m
 i c l l h s r u l s i m y d w t b a h l s l e
 b g a a a i u i a f i j a a l r o e a m a h s
 i t l n l h q a a l o l r a a e j r e n p l d
 h m g d i k r w x s i i a m r m m n a r i m r
 e m i a i a a i e i e m o k o a i m i s a l e
 e b e a b r w p d u i i a h k t h l s j l l y
 v r d r o n h a a t a r a h z a m d e m m a h
 f a h y a i s s h u s m d r r m m d x h t l m
 i e l m n a e g q m r a l a i n d e b a r e
 s j i e r s a n n e a a u c a a t m m w a s w
 a a d k h s a a d i l d f y a n w a r k h a l
 h a m e p u m n e r b l m e o o s a m a r e f
 n o a e e h o a m a n l e a a d l n i e s l a
 a k r i n o k k h l i s e h a h s a k a r p a
 l r m i r z a r a m i l r i n o m a h f w c r



WORD SEARCH — Staff names

- | | |
|------------------------------|------------------------|
| Sheikh Mubarak A.M. Al Sabah | Anil |
| Rawaf I Bourisli | Midia |
| Abdulaziz al Humaidhi | Hala |
| Talal Al Rashid | Mabrook |
| Vikas Arora | Naima |
| Rajat Sawarie | Tamer |
| Alain Debare | Taha |
| Hussain Rakhis | Alexis |
| Vijay kumar | Manuel |
| Riad Kanan | Aigene |
| Reem fuad | Robin bose |
| Mohammed Noor | Craic |
| Osama Refaie | Ancy |
| Joe weberhofer | Amith |
| Candida Dsouza | Gasper |
| Avinash Bindal | Kolait |
| Saad al saheli | Dana |
| Jehad | Elham |
| Moiz | Abeer al Huneidi |
| George Lalgi | Abdul rahman al mozail |
| Sophia Prem Kumar | Romeo |
| Ahmed | Nimfa |
| Anwar Khalifa | Sally |
| Andrew Lindley | Josephine |
| Cleavin | Mirza |
| Mohammed Mazhar | Ramil |
| Randha bousleiman | Alimahri |
| Rawand Faleh ali | Tamer |
| Nuhad | Remmy D'souza |
| Manzor jaien | Satya prakash |
| Hassan | Shaadi |
| Emily | Erick Seso |
| Susan | Nali Victor |
| Yousef | Aslam Eshwar |
| Binu | Qurshid Kamal |
| Makk Ali | Mukesh |
| Mohammed Majed | Jude Ameer |
| Bahaa | Abdullateef |

Across

1. Venošti
3. Vakaçegu
4. ТЫНЧТЫК
9. Friður
10. Kikoendi
12. Rô
15. Friður
16. Kímía
18. سلام
20. Mír
21. SàN
22. Peoc'h, pèc'h
23. Mbwe' né
25. Fandriampahalemana
27. Sülh
30. Fifã
31. 𐌺𐌹𐌿𐌿
32. Irqıgsiniq, Erkıgsinex
33. Ειρήνη
35. Innaihtsi'iyi
37. Filia
39. 𑌕𑌇𑌆𑌆𑌆𑌆𑌆𑌆
40. Sith
42. শান্ভি
45. Hálá
46. Իսադսդդդդդդ
48. Uvchin, Tügkülën
50. Pís
52. Baké
53. Siócháin
55. Nanomonsetôtse
56. Bóoto
57. Ñach'chocoya
58. 𑌕𑌇𑌆𑌆
59. âsûdâi
60. Friðr

Down

2. Däilama
5. शांति
6. سلام
7. E'tokmite'k
8. शांतता
11. Paçi
13. Бейбітшілік
14. Fréda
17. Āxšti
19. Энх тайван
24. 平和
26. Okikiamgenoka, Kamignokawôgan
28. 𐌺𐌹𐌿𐌿
29. Fräd
34. Béke
36. Ειρήνη
38. Wöntókóde
41. Darangilaü
43. Wáki Ijiwebis-I
44. Hacaña
47. শান্ভি
49. શાંતિ
51. アブソノ, あぶんの
54. Kev tiaj tus



Article — Emotional Intelligence

Emotional Intelligence—Definition : “The capacity for recognizing our own feelings and those of others, for motivating ourselves, and for managing emotions well in ourselves and in our relationships. Emotional intelligence describes abilities distinct from, but complementary to academic intelligence.—*Daniel Goleman*

What does it mean to be emotionally intelligent? According to Daniel Goleman, author of *Working with Emotional Intelligence*, EI is a combination of five competencies: *self-awareness, self-regulation, self-motivation, empathy and social relationships*. In other words, emotional intelligence is the ability to sense what is going on in a situation, to know how we feel while we are in that situation, to be able to assess and take into account other people’s thoughts and feelings accurately and to respond appropriately.

To reach success in all life and work endeavors, emotional intelligence, also called Emotional Quotient (EQ), is as important as IQ, yet it is frequently dismissed as being “all fluff”, often by individuals who tend to be disconnected from their own emotions, and therefore, don’t perceive any added value to this intelligent source of information. The truth of the matter is that every environment, whether it is social, family or work related, involves human beings, and human beings are emotional beings. It is simply the way we are wired – all incoming data pass through the limbic region of our brain where they are instantly analyzed for their emotional value before going to the cerebral cortex for processing. Therefore, our brain is structured in such a way that we experience the emotion before we formulate an accompanying thought. When infants are born, they communicate their needs almost exclusively through their emotional language. They can “tell” us how they feel although they have not yet acquired language. As we mature toward adulthood, we don’t lose this first language, but we do learn to suppress and invalidate it. It’s just a feeling, we tell ourselves...

Emotional Intelligence at Work. Every aspect of our work life is linked to emotional intelligence — respect in the workplace, interpersonal assertion, empathy, decision making, motivation and drive, stress management, adaptability to change, communication, conflict resolution, team building, coaching, leadership, customer service and even time management. By being more aware and knowledgeable of our emotional reactions at work, we automatically increase our power of choice. Choice comes from knowledge. If we don’t know what we are feeling or why we are feeling it, how can we change it or have control over it? We must first know what “it” is!

Improving EQ skills – Where to begin?

Begin with the very first step — raise your immediate level of awareness. For example, if you’re feeling a sense of panic or anger in a work situation, be fully aware of your emotional state as you are experiencing it. With this self-knowledge, you will be able to bring your feelings under control (i.e., not let yourself be overwhelmed by the emotion) and you will have the choice to channel your feelings into productive behaviors aimed at resolution, decision making and problem solving.

Raise your ability to “read” emotions. While you are in a situation, take the extra moment to assess what you are feeling or what another person may be feeling. An emotion is too important to dismiss whether it is your own emotion or that of a co-worker. Emotions provide vital information that will remain invisible if

you don’t really pay attention.

Develop the habit of monitoring your emotions from moment to moment. The idea is not to become obsessed and spend all your time on self-reflection and analysis. The idea is to become more comfortable at tuning in to every source of information present in a work situation by taking into account both external and internal cues.

Improve your ability to handle change, contradictions, ambiguity, stress, errors, etc. Self-regulation of emotions usually relates to feelings that upset and distress us. These are the feelings that can get in the way of making sound decisions, handling a conflict appropriately and effectively, or communicating a delicate aspect of a performance evaluation.

Practice delaying gratification and managing impulsiveness. We all need positive feedback and encouragement about our work yet when it is absent or insufficient, we must be able to rely on our own capacity for self-validation in order to stay motivated and continue to give our best at work. Also, when we act impulsively, our judgment may be clouded and we may say something hurtful to a co-worker or make a decision that we soon regret. Remembering that emotions precede thought, it is a good idea to slow down our reaction time long enough to become aware of what we are feeling in the situation. By doing so, we may realize that what we were about to say or do was not the right thing at the right time.

Practice attentive listening. In working with others, listening is an integral part of conflict resolution strategies. We sometimes push with our words when it would be more appropriate to pull back and allow some room for exploration and input from others. Emotional intelligence is about appropriate response. It is sometimes more appropriate to listen than speak.

Strive for social competence. It doesn’t matter if you’re in a leadership position at work or not, you are a “leader in life” and however you choose to act, respond, listen, empathize, communicate, etc. in your work environment, you are a model of professional ethics for anyone who is sharing your workspace.

Emotional intelligence is more than a set of skills or competencies. It is a learned ability to identify, experience, understand and express human emotions in healthy and productive ways. A higher EQ benefits work, relationships and health. Higher emotional intelligence improves services to your clientele, promotes diversity of ideas among individuals in your workplace, increases your coping skills in times of transformation, builds teams that are more respectful, effective and focused, prevents inappropriate behavior that could lead to conflict, develops your leadership/coaching skills and also supports your ability to learn since managed emotions give you better access to your IQ. Emotional intelligence promotes self-accountability and a strong belief system anchored in human values. In that sense, emotional intelligence is a way of life.

“Anybody can become angry – that is easy, but to be angry with the right person and to the right degree and at the right time and for the right purpose, and in the right way—that is not within everybody’s power, and is not easy—Aristotle





Robin Bose joined Action Consultancy Bureau (Bosco), in 2016 as General Manager Sales, with extensive over 24 years experience in oil & gas drilling operation, maintenance, contracts budget, inventory management in a challenging career environment. Identifying his tenacity and his exceptional leadership caliber, the management further additional responsibilities him to take charge of procurement Action Drilling company, in 2017.

His versatility ranges from his diverse background knowledge encompassing the A-Z of Project execution from detailed Engineering, Planning, Purchase negotiations, Technical Bid Evaluation, Project Coordination to Start-up, Rig building, Rig up and Commissioning, coverage and maintenance. A firm believer of the concept that “TEAM WORK” is the ultimate key to success. He has a track record of having successfully executed all assigned projects & responsibilities within the allocated budgets and timeframes.

He is responsible for the strategic development of new products, identifying key market indicators, targeted penetration of existing products and developing a networked coalition of key client indexes. His other responsibilities include the development & execution of sales growth plans including regional direct sales coverage, interpolation of all representation & distribution channels as well as monitoring the ascending impact curve with regards to progress in all target markets.

Also one of the key personnel involved in the establishment of specific targeted demarcation of product permeation such as upstream, downstream, Refining, Petrochem, power etc., identification of new products & international companies for niche applications, initiating new alliances, joint Ventures and local agency agreements for new products & services with renowned global entities, coordination of prequalification of products in new sectors and with new clients. He is also involved in the coordination with clients to specify the products specification during front end engineering and design (FEED) & tendering stage in order to regulate competition, monitoring of day to day sales activities, conducting daily & weekly meetings with different departments, monitoring of all logs related to enquiries, orders, deliveries, quotations, invoices and payments as well preparation of management information reports to higher management His philosophy of having a healthy mix of centralized-decentralized management approach is refreshing in its uniqueness and his attitude of being a mentor to his staff is a matter of pride among his peers.

Before joining ACB, he worked with Ajal Petroleum, as division head of Drilling services, Kuwait Drilling company as Manager—contracts and procurement for Kuwait & Libya.

Academic Qualification: Master of Business Administration (MBA)

Certification & Achievements:

- CMMS— Computerized Maintenance Management System (Rig preventive maintenance)
- Managing & controlling Inventory – ICTDC
- MAXIMO immersion
- Purchase Management
- Inventory Management
- SAP System – RP production material Module
- Fire Fighting & Safety Course





Gayantha Fernando-1 July



Nisha Jalan- 5 July



Alain Debare - 6 July



Vijay Kumar - 15 July



Majed Zaki - 24 July



Methqal Ali - 1 August



Ali Al Mahri - 3 August



Dana Theeb - 11 August



Robin Bose - 11 August



Josephine Mendoza - 14 August



Riad Kanaan - 26 August



Ahmad Kamel - 27 August



Myhra - 31 August



Hassan Karama - 1 Sep



Bahaa Qatous - 5 Sep



Binu Mathew - 7 Sep



Manzor Zaien - 9 Sep



Emily Enriquez - 10 Sep



Gamal Edris - 10 Sep



Sophia Prem Kumar - 12 Sep



Sally Sobhy - 14 Sep



Anwar Khalifa - 20 Sep



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