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CRITERION

ROAD TO SUCCESS



Suez University
SPE Student Chapter

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Suez University Student Chapter

Our company

About Us



BGS Energy Services is recognized as one of the leading providers of innovative solutions for Reservoir Management, Drilling Management, Well Services, Process & Pipeline Services, Real-Time Solutions, and Down Hole Motors.

BGS Energy Services pride itself in challenging the norm to produce cost-effective, best-in-class solutions that save downtime and maximize benefits to our customers' value chain from the wellhead out; through eliminated risk and reduced execution time. Our highly motivated workforce is committed to responding quickly and efficiently to customers' requirements, without compromising our unequalled safety record. We specialize in delivering technically and commercially tailored packages for a wide range of disciplines; providing a wholly integrated solution that distinguishes us from other providers.

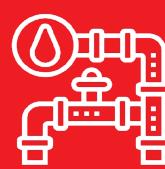
Our Service

What We Offer



GEOLOGY AND GEOPHYSICS

Seismic data , Well data , Reservoir Characterization



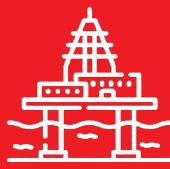
Pipeline and Process Services

Process Services , Pipeline Services , Flow Management, HDPE



ENGINEERING, PROJECT MANAGEMENT

Effective management of personnel, equipment, resources, planning...



MANAGED PRESSURE DRILLING

Reduce total well expenditure through mitigation of Non-Productive Time



REAL TIME DATA

Platform incorporates existing analytics packages, multiple data sources



DOWN-HOLE MOTORS

Strong, Responsive, Reliable

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FOREWORD



Leadership is Responsibility

AHMED TOBAR

Criterion COO

"The leader sees the leadership as a responsibility rather than a rank or a privilege" Peter Drucker.

Responsibility in Leadership

Everyone is born with the responsibility of their work. But sooner than you would expect, you will be responsible for a group of people. Every leader is on the top. This top may be a team in a football match, a graduation project team, a corporate function team, or even an entire enterprise. All of us will be on the top of a group of people someday, and we must be ready to take responsibility for that group.

Responsibility Generates Trust

Imagine yourself on a combat field. In your opinion, what is it take to make the best leader? I think the best leader is the leader that trains his troops for every situation, a leader that cares about his team, not himself only, simply, a responsible leader.

That is what makes responsibility a core element in the success of every team. It generates trust. Even in a combat situation, you can turn your back because you trust that your leader is responsible for the good of the team.

Work as a Family

The oldest form of leader in history is the parents of a family. A great leader is much like parents that put themselves in harm's way to protect their children. They give everything they have got to their children: resources and skills. They are there to help them if they are needed. These things are what make a great leader.

We in SPE Suez do not work as an ordinary student chapter. We work as a family. We do not care about the results, but we care about the people who make the results.

Finally, I would thank the Criterion team, who spent a lot of their valuable time making this outstanding magazine that could benefit many people in their future and maybe the first step to be on the top as responsible leaders.

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FOREWORD



Power of Word

MOHAMMED KARAM

Criterion CEO

Can we all spend one day in silence mode without saying any word? We actually, during every single day, try to deliver what we think, feel, and want to say, through the output words we allocate to others directly or indirectly.

- Word? What's meant by a word?

It's simply a single distinct meaningful element of speech or writing, used sometimes with other words to form a complete meaning to be delivered. Each word has power in its meaning. The power of the word could turn a whole path either up or down. Either of the two choices would depend somehow on you.

"Words are free. It's how you use them that may cost you." *KushandWizdom*

The word's impact could affect others' behaviours, thoughts, feelings, and lives. Sometimes, huge deals and contracts are completely done due to one word. Some companies' stocks trend up and down due to a tweet! This happened recently in a past incident. Elon Musk, the CEO of Tesla, has tweeted "Use Signal" in an apparent endorsement of the Signal Messaging app. A two-word endorsement has boosted Signal Messaging's app downloads, as well as the stock of a tiny medical devices company that has a similar name, has also gone up. It's the power of the word!

The words you write or speak to others can leave a great impact and create a lasting memory, either good or bad, words can make or break a relationship, and your choice of words and the way you express yourself can accelerate or eliminate your career.

To conclude, every one of us has the ability to empower or weaken his/her words. The chosen words could be harnessed well to change paths and add beneficial value to others. **Knowing what you say, choosing the perfect words to fit them in the right situations, and expressing them properly is a skill that we all ought to learn and practice.** Thus, you should always pay attention to what you say, and think wisely before expressing your words to others.

Highlighting Kuwait Energy Egypt's Breakthroughs in HSE

Wael Amin

Head of HSE Department at
Kuwait Energy Egypt

By/ Ahmed Tobar - Mohammed Karam



Q1: We are eager to know more about you, your studies, and your profession.

My name is Wael Amin, the head of 'HSE' health, I am a bachelor's degree holder in chemistry along with a postgraduate degree holder in applied chemistry. Also, I am specialized in developing & applying health, safety, and environment management systems. My experience involves countries like Egypt, Tunisia, Yemen, UAE, PNG, Iraq, Australia, Ukraine, Latvia, Kuwait, Oman, Russia, and more.

Q2: Tell us more about the HSSE department in Kuwait energy Egypt company.

HSE's mission statement has been established because Kuwait Energy Egypt's management team believes that all incidents are preventable to achieve Zero Harm. So, our department strives to maintain a strong, focused safety culture that reinforces the business and

protects the key elements of our company vision including the health and safety of employees, contractors, public safety, and visitors by ensuring a working environment free of hazards.

Q3: What is Kuwait Energy Egypt's recent achievement on HSSE?

Kuwait Energy Egypt is awarded the ISO certifications; after successfully passing lately the most recent audit for compliance.

Q4: Can you tell us more about Kuwait Energy Egypt awards in EGYPS 2019 for mature fields, in the framework of applying HSE rules?

EGYPS 2019 HSE Excellence in Energy Award Ceremony took place on Wednesday 13th of February, Kuwait Energy Egypt successfully won the inaugural EGYPS 2019 HSE Excellence in Energy Award. The award was handed out by H. E Tarek El Molla, Minister of Petroleum of Egypt to Kamel Alsawi, Kuwait Energy Egypt President.

Kuwait Energy Egypt's submission was titled "HSE Challenges of Working in a Mature Field". It described how to overcome challenges and how small incremental HSE actions, when combined, can play a large role in well-functioning workforce with safe working conditions. Also, as opposed to what is believed that the cost of environmental or safety of workers are high-cost projects and do not bring back any direct financial benefits to companies, KEE financial statistics showed obviously huge saving in operating cost after applying environmental and safety projects in our mature fields along with the achievement the main purpose of safety of workers and protection of environment.

Q5: How did you prepare for major changes like COVID-19? What is Kuwait Energy Emergency plan to confront the COVID-19 pandemic?

It is our role to predict all scenarios that may take place including the worst ones, Accordingly, with cooperation with all concerned departments, the HSE department prepared emergency response plans, business continuity plans, and risk assessments. We have also followed up with all concerned governmental parties, medical releases, international health organizations. In addition, we did our best at Kuwait Energy Egypt to make sure our employees are kept safe as it's our main priority and HSE department has put precautionary measures to fight the spread of COVID-19.

Q6: What does motivate you in the work environment?

Success always motivates me to enhance my performance. Believing that my hard-working and perseverance will lead me to success is what keep me going. For me, I align the company's vision and core values with my target to reach both organizational success and personal achievements. Moreover, Personal

development and self-learning give me immense motivation.

Q7: On your leadership level, can you describe your management and leadership style?

My leadership strategy is to facilitate an open communication channel and try to bring out the best in every team member. I believe that teamwork is the key to a department's success.

"A Leader Must Be A Good Listener and Share Thoughts with Team Members."

Q8: Finally, we would appreciate your advice to young petroleum engineers, and what are the essential skills you think university graduates should have to thrive in the job market.

I can see that oil and gas industry is changing in such a fast pace. This should be reflected on each graduate as well. Keep asking yourself am I changing and developing as well, or you just stay the same track and expect wrongly that old strategies will bring you better result in such a changing industry. Adaptability, Self-motivation, and energy are keys to survival and success in your career.

Each position has its own needs and requires different skills but in general employers looks for enterprising individuals, good listeners, creative, intelligent, adapting, reliable and trustworthy, and team player.

I strongly believe that

"Even if you're on the right track, you'll get run over if you just sit there."

- Will Rogers

Change is The Only Constant

Ahmed Samy

Project Engineer
at BGS Energy Services

By/ Mohammed Karam



Q1: First, could you introduce your self to our audience?

I desired to join the faculty of engineering, since high school. I am grateful for this decision. There is a unique mindset that you develop and maintain while You're doing your engineering studies; a mindset of curiosity, creativity, and Problem-solving with a great focus on teamwork and communication. I received my BSc in Petroleum Engineering from Cairo University in 2017, Then I started my career as a field engineer. In 2018, After completing BGS MPD school in Texas, I started my role as an MPD Engineer where I had the chance to boost my Engineering and operational skills.

Q2: Tell us about some of the challenges you faced during your career path. How did you overcome them? And what is your advice for the fresh petroleum engineers?

Changes indeed are the only constant. In my case, that means facing the Challenges of changing oil and gas industries. Understand

how things are dynamic and different, so you must plan for them. Sometimes Changes are predictable. The challenge for me is to provide Consistency and clarity during It all. Moreover, Fresh graduates are always worried about finding a suitable job, but they must know that all they must do is focus on the technical information, revise their expertise, prepare to introduce their technical skills, forget their interpersonal skills and future potential, and your initial screening process. As in interviews, HR focuses on the personality, not on the technicality.

Q3: There is a variety of required key skills that fresh graduates must be qualified with. Could you tell us about these skills and which sources can we benefit from?

Interpersonal skills. This refers to your ability to communicate well and interact with others, maintain relationships, and otherwise leave a positive impression on people.

Q4: Do you think that companies such as BGS Energy Services will still use the remote work Even after the COVID-19 pandemic, or the workflow will be hybrid, especially After the spread usage of vaccines in whole sectors?

Remote work has become a necessity for many businesses in the COVID-19 world. It is said that remote Work environments hinder employee productivity. On the contrary, the Productivity remains consistent as employees rapidly shifted to working from home. No matter how you approach it, hybrid-remote is hard, and in the end, companies that attempt to do both will either go all-in with Remote or go back to being office-based.

Q5: What's your vision for the future of BGS Energy Services, and its vital role as a Community Builder and youth supporter?

In line with our vision and mission, we shall continue building our society by supporting future Leaders. Young leaders are expected to advance the current technology, education, politics, peace of the country. On the other hand, youth have also to maintain the culture of our culture, all good values in the societies.

Q6: Adaptability with the changeable surroundings is now an essential element of sustainability in the labor market, what is your point of view about the concept of adaptability?

Being able to adapt to environments and work process makes you a competitive job candidate. If you have adaptability skills that mean you are interested to learn new things and facing a new challenge. Also, adaptability can develop your communication skills.

Q7: What is your advice for undergraduates, especially in the trend of career shifting?

stay up and read well as this will expand the overall understanding in a dynamic world, these

skills you can develop over time and take them with you as your career develops like that your passport to career success, but you will need to draw on your work experience to give evidence of these skills.



"The biggest impediment to growth is in our minds and not in the world outside, and only constant in the world is change."

- N. R. Narayana Murthy

Q8: We would like to know your opinion about Criterion and your expectations for the following issues?

The magazine has always been a good platform to highlight important topics. besides that, I value SPE Suez and the work of successive students, I see all the projects, efforts, and activities to increase their experience as an essential part of their overall development and growth in a challenging environment.



Taking Initiative

Hany Rashwan
CEO at Amun and 21Shares

By/ Youssef Eldemairy - Mohammed Karam



Q1: Mr Rashwan, could you please tell us about yourself, and your career journey?

I never thought of it as a career. since I was twelve years old or so, I started playing with programming languages and learning more about space. When I was fifteen years old, I was very clearly set on becoming a doctor. But I have always loved computers.

Q2: Spotting your career achievements, How did you achieve these great steps in a relatively short time?

First, it hasn't always been positive. Entrepreneurship is a lonely marathon, not a sprint. There are so many ups and downs people have a term for it: the startup rollercoaster. Second, I have been learning and expanding my technical knowledge for a long time, so while the current venture may look successful now, it took a lot of failures to get here.

Q3: Youths are full of energy and passion to achieve their goals. In your opinion, how can they appoint their skills properly and fulfil their energy to reach their goals?

Youth have very good features that they should highlight. Find the lessons learned from those with experience and add those skill sets. IN general, I think Everyone thinks about what they want to do in 6 months or 2 years, but where do you want to be and what do you want to accomplish by the time you're 55? It's okay to have short-term goals; we all do. But it's important to take time to think about more audacious & more ambitious goals too.

Q4: There is a variety of required key skills that the fresh grads have to be qualified with. Could you tell us about these skills and which sources can we benefit from?

The skills required to depend on what you want to do, but you should keep in mind that it takes

roughly 10,000 hours to become an expert at something. You should find out what you're best at and what you like the most and go after it. Find the right skills needed for your field and invest the time that it takes to be an expert, not just a bystander.

Q5: We want to hear a brief about some of the career experiences you gained during your journey in Amun, 21 Shares, Payout, Ribbon and Kout Inc.

A lot of these weren't meant to be companies, especially Amun & 21Shares. We were looking for these solutions ourselves and didn't find any products so we decided, "it couldn't be that hard to build!" We were very wrong about that! But we just put ourselves in situations where we constantly questioned and analysed. We thought from the first principles. We didn't take things for granted.

So when we were in the right place at the right time, something not in anyone's control, we were ready.

Q6: Leave it better than we found it is a good saying that inspires creative thinking to develop all our life aspects. How can young eagles start thinking outside the box and try to do their best to leave it better?

What I mean by 'leave it better than we found it' is a realization that it's bigger than you, and that realization is very important because it forces you to prioritize things that matter over the long-term and think about things like leaving a great legacy around. I like the quote, "standing on the shoulders of giants before us" and it's a very similar meaning.

Q7: What's your vision for the future of start-ups in the labour market? Do you think that the initiatives to start your own business nowadays as a fresh grad is harder than before?

I'm very optimistic and hopeful! Start-ups are here to stay, and large incumbent companies will continue to have immense difficulties catching up. Everyone should experience a startup.

Q8: Technology and digital transformations have entered all sectors of different industries. Do you think that fintech would dominate all other traditional financial transactions soon?

I think it sounds stupid and crazy to call any company that matters a "phone-enabled company." Of course, you have a phone! Similarly, I think that it's getting more unacceptable to call something an "internet-enabled company" because you're either on the Internet and have a phone number or your growth will be stunted as a company, regardless of what industry it is.

Q9: What's your advice for undergraduates, in addition, how can they prepare themselves to face the new challenges in the labour market?

Concentrate on doing great work with great people, especially in the earlier phases, and just building up your knowledge and experience. No one cares what your title was when you were 25; focus on the things that matter.

Q10: Finally, we would like to hear your opinion about SPE Suez and Criterion magazine.

I'm a BIG FAN and very honoured to have this opportunity to speak with you.

"I would not sit waiting for some vague tomorrow, nor for something to happen. One could wait a lifetime, and find nothing at the end of the waiting. I would begin here, I would make something happen."

- Louis L'Amour



MADELEINE PRIOR

Madeleine is an experienced English content specialist at 3Dnatives. She has a demonstrated history of working in the online media industry. Also, she holds a Master of International Affairs focused on security and sustainability from the Hertie School of Governance.

Introduction

2021 was certainly an interesting one in the world of additive manufacturing, not the least because we started to see the light at the end of the tunnel when it comes to the ongoing global pandemic. This year, events started to return with great success. At Formnext, there were 17,859 attendees from 75 nations as well as more than 600 exhibitors from 36 countries. However, coupled with this, we saw an astonishing number that continued to hold hybrid events like Formnext which held the Formnext Digital Days after the physical event. Meaning that though the option for physical events was there, digital events continued to be important, showing that they are probably here to stay. We saw for the first time the true impact of COVID-19 on the industry.



What Were The 3D Printing Trends in 2021?

This is understandable as many of the verticals served by 3D printing were also affected by the pandemic. The aerospace sector was understandably hard hit as air travel was shut down. This in turn had an impact on the metal additive manufacturing market which was a harder hit than polymers. This year, as travel has resumed, these sectors have started to recover and so has metal additive manufacturing. Though as we will see it is starting to take a slightly different form. But what exactly were the 3D printing trends in 2021?



And how is additive manufacturing changing (or staying the same)? We decided to take a closer look at some of the trends that defined the industry in 2021, including a maturing business environment with consolidation and companies going public, more of a focus on sustainability, and increasing FDM solutions for non-polymer materials market a growing market for 3D printing in construction.

A More Mature Business Environment for Additive Manufacturing

One evident trend throughout 2021 was the consolidation of 3D printing manufacturers as well as more companies going public. Corresponding with the increasing industrialization of technologies, business was certainly booming in the additive manufacturing world this year. Possibly the most notable example is Desktop Metal which went from a start-up just a few years ago to one of the major players on the AM market today. Also, They topped it off with a surprise announcement in August when they entered a definitive agreement to acquire their competitor, the leading binder jetting 3D printer manufacturer on the market, ExOne.

Moreover, we saw multiple companies announcing their intentions

to go public, including Velo3D, Markforged, Xometry, Shapeways, and Essentium among others. The culmination of this is an additive manufacturing market that seems



Aidro, a pioneer in the volume production of next-generation hydraulic and fluid power systems through metal additive manufacturing (AM), was one of the companies acquired by Desktop Metal this year (photo credits: Business Wire)

more mature as it begins to move away from just start-ups into larger companies with more mass production.

The market is also being driven by investments, which according to reports are beginning to pay off. DyeMansion the manufacturer of post-processing solutions, raised \$14 million for the production of finished parts while ICON raised \$207 million in Series B funding and Fabric8Labs raised \$19.3 million in Series A funding, among many other companies and start-ups. It will be interesting to see how the business environment continues to mature and grow in 2022, but we certainly expect great things after this productive year.

A Growing Trend Towards Sustainability in 3D Printing in 2021

3D printing also reflected much larger trends in the world in 2021. For instance, more than ever we are seeing companies and governments looking to move to more environmentally friendly solutions as the climate crisis continues to be evident. NASA has noted that the last seven years have been the warmest on record and

according to the United Nations, Intergovernmental Panel on Climate Change (IPCC) within the next two decades temperatures are likely to rise 1.5 degrees Celsius. AM has been one of the technologies at the forefront of the move thanks to its ability to limit material waste as compared to more traditional manufacturing methods. This year certainly, sustainability seemed to be on the minds of many in the AM community.

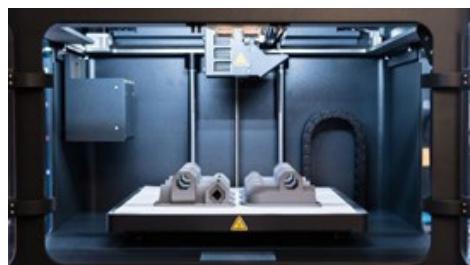
One way that we have seen the prominence of sustainability in AM this year is by the increased presence of the AMGTA. The AMGTA, or Additive Manufacturer Green Trade Association, is a global trade organization that was created to promote the environmental benefits of additive manufacturing. Already 38 companies, including Stratasys, ExOne, EOS, BASF, Siemens, 3D Systems, GE Additive, and more, belong to the organization. They were also at the forefront at Formnext this year as they spoke in several conferences to promote their message that for additive manufacturing to establish itself as a sustainable manufacturing method, there needs to be less talk and more concrete action.

And change does seem to be coming. This year, there have been numerous advancements in materials to make them more sustainable. This has been done in a variety of ways. Some manufacturers have turned to making materials out of waste or other recycled materials as a way to make a more circular economy. There were also projects to design materials that were also more eco-friendly in and of themselves.

The Launch of Extrusion Projects for Non-Polymer Parts

One of the other trends that we

saw in 2021 was the continued democratization of 3D printing, notably when it comes to non-polymer materials. By this, we mean the increasing focus on extrusion projects (FDM) for materials like ceramics and metals. Metals and ceramics are both coveted materials in AM as they can be used for parts, including end-use, in many important sectors such as aerospace and medical. However, the machines that can print with these materials are often prohibitively expensive for many, and entry-level options were limited. Now with the increase in desktop FDM printers that can print metals and ceramics, the technology is becoming more accessible as it is cheaper and often easier to use than the more complicated laser-based machines. Furthermore, full solutions are also being released, with both Raise3D



In 2021, we have seen a trend towards more desktop FDM solutions for non-polymer materials. Here you can see the Metal X Solution from Markforged (photo credits: Markforged)

and 3DGence announcing that they will be launching FDM metal printers in 2022.

Ceramic 3D printers are also continuing to gain in popularity, including the options from Nano. Additionally, as metal and ceramic 3D printing continue to grow in popularity, it does seem that these FDM solutions may be a way to help further spread additive manufacturing into even more industries and factors. It is a lower cost, easier-to-use way to introduce the technologies especially to complete beginners to 3D printing.



ROHIT KUMAR NERALLA

RPG GMR-KEC International | coordinator,
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Introduction

Social media affects us in different ways and may lead to its addiction, I was one of the people who were strongly effected by this, here I will share with you my experience and how I spent a whole year without social media. So stay tuned.

The article is divided into four parts:

1. Why I quit social media?
2. The truth about quitting social media
3. Serious Benefits
4. Moral of my story

One Year Without Social Media

1. Why I quit social media

Perhaps it is because of my contrarian nature. People spend upwards of 2 hours on different social media platforms. No wonder the depression rates are so high worldwide.

However, the main purpose of this article is not to explicate the dangers of social media but to paint a clear picture of what to expect during this detox period.

2. The truth about quitting social media

2.1 The false promise

"Who the hell are these people???" I asked myself incredulously while going through my Facebook friends list last February. I had forgotten so many of my "friends" on my list because I had unfollowed them ages ago. "Why am I sharing my life with hundreds of half-forgotten 'friends' if I don't even remember them?" I got unusually annoyed at that moment. This was a strong motive for me to deactivate Facebook.

I thought after quitting social media, I will achieve a Zen-like state in my life. Was I wrong?

2.2 Beware the Void

After digging into the popular research online, I understood that I had, what I call, "Novel Information Addiction". Novel Information Addiction in the digital world is defined as the obsessive craving to seek novel information whenever bored or uncomfortable.

I realized that all that time I had spent on Facebook, was

because of Novel Information addiction.

2.3 Epiphany knocks on my door

I realized that all my mindless consumption had created a void in me. I did not - and could not - really use these tools to create something meaningful that I could be proud of.

I began with journaling daily (motivated by the Stoic Philosophy). It amazed me to see how much I could write and know about myself. Journaling does not change you overnight, but it is the most efficient way.

Finally, freedom seemed to be around the corner. I knew what I had to do. I was amazed at the benefits.

3. Serious Benefits

3.1 You discover or rediscover your true interests

Once you disconnect from the social media onslaught, you can slowly regain your inner voice.

In my case, I discovered the joy of mindfulness, reading, singing, and writing. Try disconnecting for 30 days without telling any of your friends and see what that feels like.

3.2 You stop falling for the Appearance bias

Simply put, Appearance Bias in social media means that we immediately believe the image or post we see is true and honest. It does make you envious. Since Envy is a part of our human nature, we cannot help but think that others have it better than us.

Also, Appearance Bias is particularly insidious when it comes to fake news. If most people share a particular news article, we automatically assume that it must be true. Just reading the headline of fake news is harmful to society. More on that below.

3.3 You develop empathetic skills

Just spend time observing people when you are out in the public. Stop grabbing for your phone like an addict. Leave your phone in the house when you're out for a walk. At dinner, make small talk with your family rather than browsing Facebook.

3.4 You are invincible to viral outrage

I still read the news and keep up with current events only when I want to. I can't imagine the feeling of waking up and watching a propaganda video on Twitter. It's unfathomable to me. One more point I realized is that 99% of the news out there doesn't matter.

4. Moral of my story

Well, the moral of the story is that there is no moral of the story. I just wished to share my experience without social media. I never felt like I quit social media during the last year. All the other entertainment sites seemed to satisfy my cravings for novel information. Moreover, since I did not delete my Facebook account and merely deactivated it; I don't really know if I quit or if this is a detox for an indefinite period. Honestly, I don't even care. Social Media will never play a fundamental role in my life. However, I'd be remiss to not share a few pieces of trite wisdom I gained in the last year

In fact, it should liberate you that people don't really care about you as much as you think they do.

Now you know what it feels like to be without social media for one year.

I have deleted the browser and email from my phone. I am reflecting on this daily to see if it improves my situation further.





TIANA COROVIC

she is an Associate at Norton Rose with a focus on technology, privacy and data protection, and general corporate matters.



IMRAN AHMAD

Partner, head of Technology, Co-Head of Information Governance, Privacy and Cybersecurity Norton Rose Fulbright Canada LLP

Introduction

For many years, the immersive 3D digital world has been left to the cinematic experience. However, the emergence of the metaverse presents an opportunity to translate everyday activities – working, attending a concert, traveling, shopping, socializing – into a parallel digital universe.

Privacy in a Parallel Digital Universe

The metaverse is an abstract concept that uses a digital environment to permeate the boundaries of our physical world. Instead of reading this article, you could be immersed in it. By utilizing technologies such as virtual reality, augmented reality, and blockchain, the metaverse is able to provide elements such as 3D avatars, digital assets, and various events to support a virtual economy and facilitate social relationships.

While this concept may seem futuristic, certain aspects of the metaverse are already here. Popular examples include a 3D virtual world platform and a 3D open-world game. We are also seeing major gaming companies developing their own versions of the metaverse.

Legal Considerations in the Metaverse

Just as with social media platforms, privacy issues will be at the forefront of the metaverse as it develops and begins to gain widespread traction by users. One aspect of the metaverse that raises privacy concerns is the vast amount of personal data that may be collected on participating individuals. Compared to traditional social media, metaverse platforms can track individuals in a much more

intimate manner. Companies can monitor physiological responses and biometric data such as facial expressions, vocal inflections, and vital signs in real-time while participants are in their metaverse. This depth of information allows companies to gain a deeper understanding of users' behavior, which in turn can be used to tailor advertising campaigns in an exceptionally targeted way.

Additionally, the legal implications of using artificial intelligence ("AI") will be another aspect to consider given its prevalence in biometric technologies.

As the Metaverse Expands So Will Privacy Laws

In Canada, they anticipate regulatory developments surrounding individual consent and the collection and transfer of data to properly protect personal information in an evolving digital space. The federal Personal Information Protection and Electronic Documents Act ("PIPEDA") governs the collection, use, and disclosure of personal data of social media users. PIPEDA requires organizations to obtain consent and inform individuals of the purpose of collecting, using or disclosing such information. Should the metaverse be accessible to children (which is likely), further guidance will likely be provided by privacy regulators to ensure meaningful consent is obtained.

While PIPEDA also contains guidelines suggesting how collected data should be securely stored, disposed of, and transferred, the guidelines are less prescriptive compared to other jurisdictions such as the European Union ("EU"). For example,

PIPEDA only requires a "comparable level of protection" (a term undefined) when transferring data to third parties, whereas the EU's General Data Protection Regulation requires organizations to include legally binding rules or obtain clear consent. The transfer of sensitive biometric data and virtual payments across platforms opens up the possibility of malware attacks and data breaches. As result, the "industry standards" of today will likely need to be revamped and defined more clearly to ensure applicability and consistency in the metaverse context.

Having clearer guidelines in place will further ensure adequate consent is obtained prior to using the collected data. As the social media experience becomes more immersive, concerns surrounding data collection and use will inevitably put pressure on legislative reform.

Key Takeaways

Businesses looking at the metaverse will need to be mindful of the privacy considerations and ensure that best-in-class practices are employed, both in the development of and participation in the metaverse.





TAMAS SZIRTES

Group Innovation Director at SOA People, SAP Mentor, SAP HANA Distinguished Engineer, Chairman of VNSG User Experience. 24 years in the SAP business, +100 customer projects in +10 countries

Introduction

The metaverse is the future of the internet. A new virtual world. A new economy representing a revenue opportunity approaching 800\$ billion in 2024 according to Bloomberg Intelligence. What is SAP's role in it?

What is the metaverse?

The metaverse is the network of social virtual 3D worlds where virtual and real get mixed.

Examples of metaverse

Meta (previously called Facebook) offers the Horizon Worlds, but currently, this is only available for US or Canadian citizens which is related meetings and collaboration. Microsoft will soon integrate Mesh into Teams.



SAP in The Metaverse

Tech giants heavily invest in the metaverse

Now many metaverses originate from video games, but some of the new ones have a clear business focus. Some tech giants invest heavily in the metaverse such as Meta, Microsoft, Adobe, Tencent, etc. So, let's think, what might be SAP's role in the metaverse?

SAP is the System Analysis Program Development, founded in 1972

We can imagine multiple ways SAP could benefit from the metaverse. Here are some ideas.

- User Experience

In the metaverse instead of SAP Mobile Start, we would need "SAP VR Start". SAP Conversational AI could play a key role. It can already be integrated into MS Teams, so when Mesh gets into Teams, SAP Conversational AI could be a key access point for business data in the metaverse.

- Experience Management

It would be logical to integrate qualities into the metaverse because this is where a growing proportion of business is going to take place.

- Human Capital Management

The metaverse will be the ideal place to do recruitment, because of the richer interview experience. There will be no better place for learning than in the metaverse thanks to the 3D format.

- Commerce

The metaverse economy is based on blockchain, cryptocurrencies, and NFTs. If SAP would like to enable companies in the metaverse, SAP Commerce Cloud will need to be able to support crypto and NFTs.

- Developer advocacy

SAP could buy some land, build its presence, and let the world get to know SAP intelligent technologies in the metaverse too.

- Demos

SAP built a whole network of Experience Centers globally to bring the SAP messages in the best way. This could bring the Experience Center concept to a full global reach.

- Design Thinking

This is the sweet spot of the metaverse. SAP could scale the AppHaus approach to new levels.

- Timing

Being a pioneer in the metaverse might not be the main priority. Too early is not good, but too late is not good either. The question remains: What will SAP do?



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DEEPAK GUPTA

A developer, tech entrepreneur, and cybersecurity leader. He is the product visionary who co-founded and built the LoginRadius Identity Platform, a cloud-based identity solution provider that helps businesses create an omnichannel experience and increase consumer trust.

Introduction

Javelin's 2020 Identity Fraud Survey revealed the total cost of identity fraud in 2019 to be about \$16.9 billion. This cost incorporates data breaches, fines from privacy regulations like CCPA and GDPR, and lost or damaged resources. Due to these imminent risks, the need to reliably authenticate the identities of users is crucial in

your security infrastructure.

Fundamentally, users self-register. Self-registration is a form of identity proofing that captures the phone number and email in most cases. This is not enough, as it reveals minute details about the user.

Ways AI Solves Real-World Digital Identity Challenges

What is identity proofing?

Identity proofing is a verification process of a user's identity. Don't mix this up with normal authentication, which is based on the combination of username and password. Identity precedes the time users secure their credentials to log into an application coupled with the normal authentication process.

To explain identity spoofing better, the two definitions provided by the National Institute of Standards and Technology (NIST) will suffice. According to the NIST's **Digital Identity Framework**:

- Claimed identity: Data relating to the declared identity by users when they are registered into an IAM system.
- Actual identity: Data that proves the validity of the user's identity.

Identity proofing has one major objective. It is to ensure the claimed identity synchronizes with the actual identity of users.

So, the question is, what are the flaws of the manual process?

Risk of compromise by ignorant staff

There have been several cases of compliance staff saddled with the responsibilities of verifying ID documents soiling their hands in identity theft. The manual process is flawed. Once customers discover their confidential data are being used in dubious activities, they will never believe in the reputation of your company.

High cost of workforce

Setting up a human workforce will cost you more than automation. For a human workforce, you will need to pay salaries, purchase computers, pay rent, and other miscellaneous expenses. For instance, it can cost you \$45/hour to compensate the compliance team. That's about \$225,000 in a year for a 1000 team. MarketWatch also published the average cost of renting a space per worker, which is about \$14,800 per year in New York. If you resort to utilizing an automated solution, you can reduce all these costs by 70%.

Snail-speed processing

Aside from the cost, you will need considerable time to properly onboard the compliance team with a manual process. You can lose potential customers who need your services on the spot or have your reputation impacted due to poor handling by yet-to-be trained staff, and humans get tired, and this fatigue can lead to error. This is a big challenge when using manual ID checks. On the other hand, machines don't get tired or bored; and they cannot lose focus. Not only that, but errors can also arise if an organization lacks a trained and competent compliance team.

Difficulty in scaling

Manual ID checks become difficult to scale when accessing new markets, where you would have to outsource a new team conversant with local regulations.

What are the benefits of intelligent and automated identity proofing?

1. Automated identity proofing eases the onboarding process and enables businesses to boost their client retention rates. With a digital solution, you can verify the identity of users within a few minutes.
2. Automation enables easy access to new markets.

What KYC solution providers check-in documents and how?

For an ID document to be successfully verified, the platform you choose will check the correct colors, document borders, brightness, and skews. Then, it classifies the document automatically by:

- Type
- Issuing country
- Revision

Next, it verifies the visual authenticity. It looks out for the security features. Are the fonts correct or is the document a duplicate? Does it align with the document template guidelines? Is there a photo on it? After this, the MRZ (machine-readable zone) code matches in line with the document type, which is subsequently classified into values based on rules. These decoded values are matched for validity with data generated from the visual aspect of the document.

The system then scans for human portrait photos. Additional features like photo, signature, barcode, and QR code are extracted from the provided document. It also checks for the expiry date.

How can companies automate identity proofing?

If you have made up your mind to automate your identity proofing process, here are things you need to know:

1. Identity document capture
2. Biometric capture

The biometric tools enable users to pose for a selfie. It can also request a facial

3. Automated and hybrid analysis

Deep analysis performs real-time analysis of submitted files as well as biometric capture

4. Real-time results

Machines do not get bored and are not biased or prone to flaws common with human intervention. I strongly believe companies will accomplish better results automating identity proofing compared to going manual.



KRISTIN DOHN

Digital strategist, communications leader, and user experience professional whose work is the right balance of disruptive progress to drastically improve services and experiences. Kristin has over 17 years of experience as a high-energy, results-driven leader. She currently coordinates and formulates the strategy and activities related to consumer engagement, to include overseeing the improvement of outreach, inbound, and product experiences.

Introduction

This October, during Financial Planning Month, we've pulled together 25 easy-to-follow tips for getting a handle on your money and improving your overall financial well-being. It starts with getting a realistic picture of where your money is coming from and where it's going. Then, we walk you through how to stay on top of your finances so you can plan—and save—for the future.

25 Tips to Improve Your Financial Well-Being

Understand where your money goes

Your financial story begins with a look into your past and current finances. What do you spend money on, and where are you getting your income? By tracking these factors, you can get a better sense of your financial picture today so you can plan for the future.

1. Take our quiz to see how healthy your finances are.
Answer just 10 questions to measure your financial well-being and get a few steps for making improvements. Take it now, then take it again later to see if your story has changed.
2. Learn where your money is coming from.
Before you can make any improvements, you need to get an accurate picture of your finances. Start by tracking your sources of income.
3. Learn where your money is going.
Fill out our spending tracker to get a sense of your regular expenses. To get a handle on your money, you need a system that will allow you to track your daily spending on an ongoing basis. Find and stick to a system that works best for you.
4. Write your bill due dates on a calendar.
If you have trouble making ends meet at the end of the month, the timing of your income and expenses may be off. It's often helpful to see the full picture. Without due dates for your bills on a printed calendar that you can look at regularly as you plan for the week ahead.

Small changes can make a big difference

5. Create a working budget that matches your cash flow.

6. Request due dates for your bills that help you stay on track
7. Compare your spending month-to-month

Save for emergencies

Saving a small amount of money can make a big impact over time.

8. Give yourself financial security with an emergency savings fund.
9. Set rules for your emergency savings—but don't be afraid to use
10. Make saving easy by making it automatic
11. Put extra money into savings at times when you have it.
12. Use your tax refund to help you reach financial goals.

For many Americans, a tax refund can be one of the largest checks they receive all year. Make a plan now to dedicate a portion of that money to save for some of your larger financial or savings goals.

Reduce your debt

13. Before making a plan to pay down your debts, know what you owe.
14. Choose a debt reduction strategy that works best for you.
- There are two common strategies to pay down your debt: the highest interest-rate method and the snow ball method.
15. Learn about federal and private student loans repayment options
16. Negotiating can save you hundreds or thousands of dollars over the life of your loan.

Create better money habits

Improving how you manage your money on a daily basis may take time and dedication, but as you develop better money habits, you'll create a financial story that you're proud of.

17. Apply only for credit you need.
- While it's not the only factor, a good credit score

is key to your financial well-being. One way to get and keep a good credit score is to apply only for credit you need.

18. Set an annual reminder to check your credit reports.
19. Set up alerts to stay on top of your checking account balance.
20. If you can't make a bill payment, act fast and call your creditors.
21. When shopping for a loan, get quotes from at least three lenders.

Plan for success

22. When planning for the future, set SMART financial goals.

So that they're **S**pecific, **M**easurable, **A**chievable, **R**elevant, and **T**ime-bound. While dreams tend to be aspirational and often vague, setting actionable SMART goals can help you reach your dreams.

23. Set up a 529 savings plan for your children. A 529 plan is an investment account where your money can grow tax-free.
24. Make your savings consistent. Putting even a small amount into savings on a consistent basis is one of the best ways to get your savings to grow so you can meet your goals.
25. Prepare for life events and large purchases by planning ahead.

Improving your financial health and well-being takes time, but the more you know, the more empowered you'll be to make informed decisions that'll improve your financial future.





HUGH GRANT

He is a technology researcher who is always staying up to date on the latest tech news, trends and innovations.

Introduction

Do small businesses need the same tech services as Enterprises? The short answer is "no" but let's take a closer look at what small businesses actually need and how those needs might differ from those of larger companies.

Small Business Technology Services for Small Businesses

Small businesses definitely have less money to work with than bigger enterprises so small company owners need technology that performs well and isn't going to cost much. One big difference between small and large businesses is the number of employees:

Do Small Businesses Need The Same Tech Services As Enterprises?

Small companies only have a few while large companies can have thousands or more, especially in an enterprise. That impacts the amount of equipment needed as well as what the different equipment does.

For starters, commercial grade routers provide high speed connectivity to internal servers and external websites. The small number of users that a small business has means the internet connection needs to be quite fast so small businesses will need a commercial grade router with fast connections, small enterprises can get away with a small business router.

In addition, small businesses don't have information technology departments so they need technology that's easy to use and set up without extra help. Larger enterprises are able to dedicate information technology people to maintaining their network and equipment which isn't necessary for small companies. While a larger company might use an enterprise level data backup system, small businesses would only really need something simple that performs well but isn't going to cost much money or take up too much space like small business data backup systems from Ascent Data or other small business service provider.

Overall, small businesses definitely need different tech services than large enterprises although both small and large companies can benefit from technology designed specifically for small business needs by providers like Ascent Data.

CHAPTER NEWS



> SCHOOL VISITS

Serving the community is one of our responsibilities. During the school visits, we conduct and organize many edutainment activities that encourage the students and help them think creatively and optimize their role performance to help our society.

> ORPHANS' WEEK

The SPE Suez team has customized an annual program of visiting orphans and delivered them our beneficial value. While visiting the orphans' charities, several activities have been held there, including drawing, competitions, reading stories, and playing soccer. The children were so delighted, passionate, and inspired. This proves that simple things can make someone happy.



> WELL LIFE CYCLE

A three-month hybrid technical course that is for senior and non-senior petroleum engineers. It discussed several topics including CSG Setting Depth, Well Trajectory, GSG and Drill String Design, Cement Design, Mud Design, Drilling Problems, Drilling Software and Drilling Cost. Also, it provided the attendees with many discussions to assure the targeted level of the course performance.



> CAREER AWARENESS PROGRAM

A non-technical awareness program that targets the undergrads to raise their awareness and offers them with the practical tools that help them choosing the right track and be updated with the new challenges in the labour market.



> ToT

Training of Trainers is three-day online event that assists the students to acquire the required presentation skills to deliver their content properly and efficiently. Also, it focuses in the principles of being a good trainer and the tips and tricks that we should be aware of to be a good trainer.



> RIG COMPONENTS FROM ZERO TO HERO

A 6-day online event that discusses the rig components, including Power system, Hoisting system, Mud system, Rotary system, Well control system, Drill string and Handling Equipment. It offers the essential technical knowledge related to the petroleum rig components through successive 10 lectures.





SRINIVASA ADDEPALLI

She has 40 years' experience developing effective leaders world-wide. She understands organizational cultures, what blocks communication and innovation, and what is needed to bring people together for better results. She has coached leaders, delivered leadership and emotional intelligence programs, and spoken at conferences for clients in 43 countries for global corporations and government agencies. She was the 5th president of the International Coaching Federation (ICF) and recognized in the ICF Circle of Distinction.

Introduction

Can you use a sense of wonder to activate your courage? Can you shift from fear to being curious about how the interesting person you are with sees their future and possible new experiences? You need to break the habit of having to know the answers if you're going to discover what is new and amazing.

Courage to Coach

Twenty years ago, I was at a conference in Switzerland when I decided to parasail off one of the highest alps in the country. I like being on top of mountains and seeing the beautiful world below. I had no idea what I had agreed to do.

Once we got to the top, my task was to run and jump over the cliff. I had a parachute, but I had to run as fast as I could so when we reached the edge, we would take off. Sound crazy? My brain thought so. It screamed at me to stop as I ran at full speed. My nerves exploded as I didn't hesitate when the ground disappeared. My bones learned what it feels like to be courageous when you are terrified. I also knew I was going to experience something awesome as I saw my beautiful world in a new way.

Fear is a message warning us life could change. We often interpret (makeup) the sensation to mean the change will be physically or psychologically harmful.

The parachute held us safely in the air, but my heart was still thumping as we floated past shiny ice ledges, glistening waterfalls, and green patches with white flowers. Within minutes, the town below came into view.

They may be emotional, hesitant, and even resistant. Instead of easing their fears, we need to call forth our courageous presence, so they feel we are running toward the cliff by their side.

But the run to the cliff was the experience carved into my brain. The run into the unknown with my brain and body screaming at me was overwhelming and magnificent. When my feet touched the ground and I had a chance to process the experience, I realized I had the power to override my brain when my analytical mind concluded the present situation was dangerous. As stupid as running to jump off a cliff seemed to be, I had both a sense of purpose and a deep desire to discover something new and beautiful. While running, I was flooded with fear, but I also sensed the magic in my courage. I felt gratitude for the fear.

Courage is a conscious choice

Courage isn't self-talk. It's self-awareness. To have a courageous presence, you need to acknowledge your fear so you can choose what to do with it.

When you fear your client or colleague is judging you, or they won't find value in your conversation, or you're going to say something stupid, you can also remember to be grateful, to care, and to exhale deeply to counterbalance your fear. Then use your compassionate curiosity to courageously coach even when you feel fear.

Let your courage and care soften your fear or impatience so they might embrace or at least taste the future they are about to create.

Overriding Your Need to Know

The novelist Pico Iyer, having traveled with the

Dalai Lama, said the one thing that seemed to give people reassurance and confidence was when the Dalai Lama would answer their questions with, "I don't know." He made it okay to not know.

Iyer also says, "The opposite of knowledge isn't always ignorance. It can be a wonder."

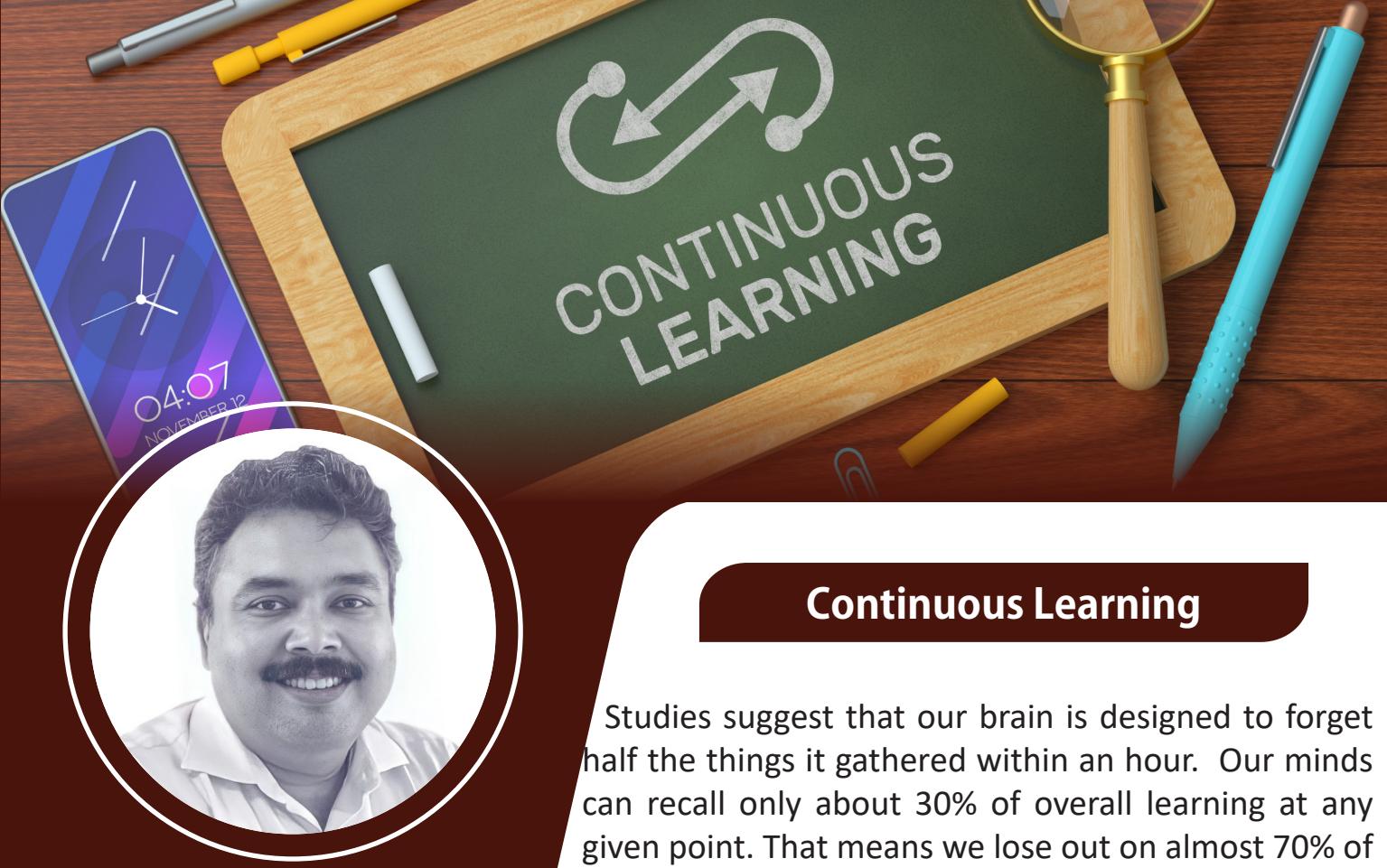
The pandemic taught us that nothing is certain. Life, and people, can surprise us every day. When you think confidence is being proficient and having all the answers, you limit your conversations. You need to break the habit of having to know the answers if you're going to discover what is new and amazing.

Try these four steps:

1. Spend more time pausing before you respond.
2. Receive what people give you in their words, emotions, and gestures.
3. Take a moment to appreciate where they find themselves right now.
4. When you have the urge to give someone a brilliant insight, ask yourself, "If I share what I heard and sense from them with compassionate curiosity, what might we see that we weren't looking for?"

To be a good coach, leader, or friend embrace ambiguity with courage. Give up being the one who knows and must do things correctly so you can be the one who engages people in creative dialogue. Be curious about knowing what you don't know so you can discover together what is on the other side of the mountain.





SRINIVASA ADDEPALLI

He is the Founder & CEO of GlobalGyan, an edtech firm that helps students and managers build their careers.

Introduction

Driven by disruptive changes and technological growth, fast advances in the fields of artificial intelligence and increased automation is creating a massive shift in terms of skills expected in employees. How much of what you know and apply today in your career comes from what you learnt in your school or college?

Not much, I suppose.

Continuous Learning

Studies suggest that our brain is designed to forget half the things it gathered within an hour. Our minds can recall only about 30% of overall learning at any given point. That means we lose out on almost 70% of things we have learned within days of learning it!



There is a reason for our poor memory. The brain by itself cannot decide what skills or learning will still be useful in the next 6 days or 6 weeks or 6 months. Programmed to retain only recently used data, our brain tends to forget the skills or knowledge it doesn't use frequently.

The age of 'knowledge overload' with its constant flux of new and updated information results in further loss of lesser applied skills. Think about it, how many

of us remember the skills picked up in our professional courses or even a learning program our organization made us attend 3 years ago?

You will be surprised to know that the shelf-life of skills is anywhere between 18 months to 2 years.

This means that your current skills are likely to become irrelevant in the next two years. Staying in the ‘learning mode’ beyond your graduation and training programs offered by your company is going to be crucial to your career growth.

The best way to make most of these exciting times is to follow a two-pronged approach:

- Continuous Learning
- Retention and Recall

Continuous Learning

Continuous learning is necessary to build new skills to grow one’s career path and that’s a given. However, retention is not guaranteed just because you learned something once. Continuous learning works only if you are revising what you learnt. So revision is one way of recall. But it will still follow its path loss. So, continuous learning should be to build new skills and not to revise old learning.

The good news is that while knowledge is expanding the availability of high-quality learning resources. The digital revolution has made the availability of relevant content at low costs a reality. The learning could include new developments in your field or the building of cross-functional competencies. However, as we may have experienced, we

can soon forget what we learn. So we should retention what we learned from time to time.

Retention and Recall

Retention of any new learning comes only through recall and application. So, if you want to remember what you picked up at a recent learning and development program, you would have to find ways to bring it to your present memory.

Finally, self-management is key. As organizations grow, they no longer have the bandwidth to spoon-feed you.

At most, your company will create mechanisms and opportunities for you to learn new skills. But they are not going to lay down opportunities for you to apply your learning. That’s where you need to be self-motivated to seek out cross-functional opportunities and enthusiastically participate when given the chance.

Interestingly, irrespective of the size of the organization, a self-motivated individual who proactively applies his or her learning to benefit the organization will always be recognized and rewarded.





BRAJA DEEPON ROY

He works as a Content Creator and Digital Marketer at Vantage Circle. He actively participates in the growth of corporate culture and keeps himself updated in this space.

Introduction

Active listening is a skill and can be acquired. The goal of active listening is to acquire information, listen to understand people and situations before responding to say. So, what is active listening and why is it important in workplace?

"The art of effective listening is essential to clear communication, and clear communication is necessary for management success."

James Cash Penney



Active Listening Skills

What is active listening?

Active listening is when you are fully aware and concentrate on what is being said rather than passively hearing what the speaker is trying to convey.

Active listening is the term first coined by psychologists, Carl Rogers and Richard Fkeepn 1957.

Active listening skills

Basic Skills: The 3 A's of Active Listening

Learning practical listening skills is not easy. Like any other skill, one must sincerely understand the dos and don'ts of listening and act accordingly to become a better listener. the three A's.

1. Attitude

Attitude is a feeling of emotion that comes from understanding that we must be respectful towards what others say about a fact or state. When we respect everyone, we tend to look beyond our preconceived notions and become better listeners.

2. Attention

To be a good listener, we must have good attention. But it is easier said than done. you must practice some exercise to help you hold your attention to the speaker. Mind games or puzzles that keep your attention are great to start with. Meditation is one more important tool that helps us retain our focus .

3. Adjustment

Adjustment in listening is nothing but keeping an open

mind. To follow what the speaker conveys, even if that is difficult for you to grasp or hold no meaning. When we keep an open mind and ready to invest our time, we adapt to the situation and become a better listener.

Few more active listening Techniques and Skills

4. Face the speaker

Nobody wants your divided attention while they are speaking to you. Put your phone, books, papers, and other distractions aside, face the speaker, and try to be present in the conversation.

5. Use your mind

Just allow it to act and be present. Try to concentrate even if it bores you and make mind notes. If you find yourself distracted or daydreaming, immediately bring back your focus to the conversation.

6. Don't Interrupt

Interrupting is not only rude but self-righteous. At times you may have to interrupt the speaker if you are bothered or have a question in your mind, but make sure to do it politely. Take permission before cutting the conversation midway.

7. Ensure understanding

Understand the purpose of a conversation and the speaker's intention. This understanding is crucial for effective communication and to send across the right message without diluting the original topic.

8. Be Empathetic

Being empathetic allows you to be present with the speaker emotionally and understanding them by putting yourself into their shoes. It will enable you to feel the speaker's emotions, either sad, joyful, or fearful.

9. Give Regular Feedback

Give the speaker regular feedback to keep the speaker invested. You can express your thoughts and feelings with your body language depending on or respond with 'hmmm' or

'uhhuh' occasionally.

The Importance of Active Listening in the Workplace

1. Building Trust

We are aware of the fact that to build trust; we must tick the following:

To lend an ear. To be honest and supportive. To be non-judgmental. To have healthy communication.

2. Productivity

Active listening has countless benefits when it comes to productivity.

3. Resolves Conflicts

Conflicts and mishaps are inevitable in any workplace. The reasons for this can vary from a minor misunderstanding or a major debacle.

4. Strong Work Relationship

When you practice active listening and understand what is beneficial for you in the workplace, you expand your perspective in that direction and empower yourself. You become more aware of your work environment. Also this gives you confidence.

5. Acceptance

Every company has its own company culture and each member adds value to it. The root of this culture starts with acceptance. Yes! Acceptance of its values and vision by all its members.

Wrapping Up!

Remember! Understanding, encouraging the speaker to speak, focus, and keeping broad perspectives is the key.





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Chapter President



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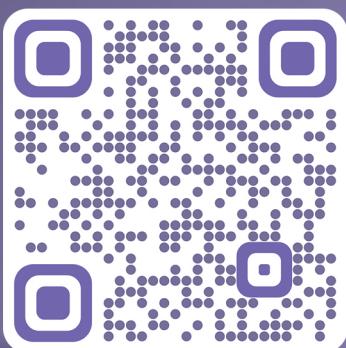
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