

Nadeem Yousaf

Professional Profile

Management & HR
Professional

Consultant & Trainer

Educationist

Researcher

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Work Philosophy

Individuals have their own life-theories and philosophies that control their actions and behaviour in their day-to-day life. The same goes for work. Work-philosophy governs individuals' behaviour at work. My work philosophy revolves around the three following points:

- Joining an organization should not be merely another addition of a number, but one must take the ownership of the role.
- Employing the best abilities to meeting the goal of the assignment.
- Taking responsibility of actions and results.
- Should not be scared to take initiative
- Eager to learn new knowledge and skills.

This philosophy is a source to enhance my commitment, dedication and loyalty towards the work and it helps me to complete my tasks successfully even if they are challenging. It is my strong belief that accepting challenging work is a way to learn new skills, knowledge and practices, and a way to excel in a field. Therefore, I am always open to new learning and enjoy new challenges. If there are no challenges, I search for them.

Moreover, I strongly believe that organizations are social entities where people not only come to work to earn livelihood, but develop relationships. I respect people and expect the same from others irrespective of their position in the organization.

To learn and develop mutual relationships, listening is more important aspect than merely agreeing with each other. At work, it is not necessarily that I agree to others' views, but I listen to them carefully. Similarly, I do not expect that other should be agreed with me, but expect that they pay genuine attention to what I say. My philosophy is that disagreements are inevitable, but they must be handled with respect.

Diverse Work Experience

- **General and Operations Management**

General and Operations Management requires high level of diverse skills to execute key responsibilities that generally include handling of finances, utilizing and distributing resources effectively, designing and monitoring implementation business development strategies and handling internal and external stakeholders. Overall, it means producing results in all directions.

I have managed general and operation management tasks and produced results. For example, I improved revenues of Corporate Management Solutions (CMS) as General Manager. I have made budget and provided general supervision to the HR department

while working for Bizcue Business Consultants and assisted my line manager in preparing budgets for International Business Bureau (IBB)

- **Consultancy and Training**

I have substantial experience in providing consultancy and developing training projects. This experience I have gained from different companies and academic institutions. Working in academic institutions significantly helped me in designing and developing consultancy and training projects for corporate sector.

I have designed, independently and in a team of experts, consultancy and training projects for CMS' clients. In this company, we have successfully completed various projects such as change management, Job analysis, developing HR manuals etc.

Our regular management programs supported incumbents of managerial positions who were interested in to hone their soft skills. Our programs suited for bottom and middle level managers. The most popular training programs were Managing Conflicts, Leadership, Mutual Communication and Negotiations.

Similarly, I have designed training programs for Bizcue and IBB. While working with Bizcue training programs, I ensured that the quality of the programs satisfy overseas clients, which were mainly from the US, the UK and Australia. It was my task to get details from the clients to understand their requirements before launching the training program. Based upon the clients' requirement, it was important to train customer and technical support that could satisfy their customers. Generally all training programs had to be tailored according to the demands of the clients. Likewise, I have arranged several talks for IBB to raise ability of employees to reduce mutual conflicts.

- **Teaching and Supervision**

Teaching and Training jobs complement each other. I taught subject that give me further insight into strategic and operational organizational issues. It is gratifying that I have been able to teach a variety of management related to bachelor and master students in different institutions. I have taught the following subjects to bachelor and master students.

- Cross-Cultural Management
- Managing Conflicts
- Managing People in International Organizations
- Human Resource Management
- Organizational psychology
- Organizational Behaviour

- **Business Management**

I have successfully supervised dissertations of more than 100 master students. A few of my students got high distinction on their research. A student wrote about my supervision, *“I am very grateful to him because without his valuable and useful advice, I could not be able to get distinction on dissertation.”*

In supervision, I adopt collaborative and non-directive technique of supervision. I encourage students by discussing and raising issues with them, which help them to finding solutions to their research problems. To enhance their research skills, I give extensive remarks on their officially submitted research proposal, literature review, methodology and analysis.

- **HR Generalist**

I have several years of experience as HR generalist. While working as HR professional, I always strived for providing quality services to all internal stakeholders in line with the business’s policies, procedures, and legislative requirements.

- **Strategy formation and Implementation**

I not only performed daily operations of all HR matters, but also responsible for developing, revising and implementing strategic HR policies. I provided day-to-day advice to managers and employees on general HR related policies and procedures. Overall, I ensure HR strategies and implementation of HR best practices across the business and in accordance with specified business objectives.

- **Recruitment and selection**

I have played a key role in selection and recruitment. I ensured that the selection process should follow the laws and policy and practices of the firm without bias and prejudice.

I have directly hired qualified experts for CMS who could develop customized training programs and workshops for our clients. Similarly, I was in selection panel for Bizcue and IBB. I have also prepared documents and materials, recruitment timetable, drafted and placed adverts.

In selection process, I not only assess direct relevant past experience, but also consider transferable skills of candidates. I do not believe that past direct and relevant experience gives a guarantee of a success. In selection process, I had voted for those candidates who did not had a direct relevant job experience but a strong desire and potential in achieving the

goal. While shortlisting the candidates, I was not fan of using software, because I do not trust that these software can assess more than human eyes.

Similarly, I am not a fan of network-hiring though it is very common throughout the world. My experience and observation is that people who were hired through network perform lower than those who are hired through an open process. Besides, I never approved of to advertise the position if selection has already been made through network. I consider it unethical and cheating to the potential candidates.

- **Induction**

Induction is an important event for newcomers. It is imperative that a proper plan should be devised to induct new employees. I understood the importance of induction from my personal bad experience. I still recall that I resigned from a position when I come to know that no one was prepared to show me even my office.

I always arranged initial induction meetings with new employees and liaise with other departments' heads in ensuring that that they have adequate plans for induction.

- **Talent Management**

I have ensured that the firm database accurately reflects the current staff details and conditions. This is inclusive of inputting starters and leavers, changing of details, contractual amendments, annual leave, and the recording of sick and other leaves.

- **Labour Laws**

It is always advantageous to take interest in labour laws of a country. Nevertheless, I have never had any HR position in Denmark; I have studied Danish labour laws. It is due to my study of Danish labour laws, I indicated to Niels Brock that they have not payed me the right salary. Consequently, they accepted their mistake and paid the difference.

- **Business Development**

I have never worked in the area of Business Development until I joined CMS. It was a great challenge to enhance CMS business and convince medium size organizations to either hire our trainers and consultants for customized projects or participate in our regular training programs. In addition, I worked closely with a team to develop contents and design for leaflets and brochures of our

Skills and Capabilities

programs. To develop a business, I am customer-focused and suggest solutions that are best suited to the clients.

- **Communication and Analytic Skills:**

I have strong written and verbal communication skills. These skills facilitate the effective conveyance of messages to all stakeholders. I have demonstrated my verbal and written communication skills through different means as mentioned below:

- a. Negotiation skills

I have demonstrated communication skills of negotiating contracts and prices on behalf of CMS, Scandinavian International System (SIS) and Nesdk Aps. As a buyer for SIS and Nesdk, I have managed to negotiate excellent prices and terms of service from suppliers. Frankly speaking, it is not an easy task to get competitive price for small orders from new suppliers. Amazingly, I managed to import merchandize on credit even from new suppliers from Italy, Portugal and Germany.

- b. Lecturing and Public Talks

Lecturing to higher education students demands a high level of verbal communication skills. I always explained complex concepts and theories in such a way that participants comprehend them, as well as understand their application. In addition, I have delivered public talks and give interviews on behalf of different organizations. Recently, I have given a lecture on Leadership and Gestalt Communication to the managers of Danske Bank.

- c. Published Research

Publishing research in academic journals is a cumbersome lengthy process. One not only needs to demonstrate academic knowledge, but also show high level of written communication skills to highly qualified professionals of the field.

I have published my research in prestigious journals such as International Journal of Public Leadership and Organizational Dynamics.

My research interest is interdisciplinary, which shows my broad knowledge in various subjects related to management studies and social science. Currently, I am working on a book, Gestalt communication, emotional intelligence and leadership. I have keen interest in the following areas:

- Leadership

- Mutual communication and
- Managing conflicts.

d. Op-ed articles

Another medium to demonstrate written skills to a larger audience is writing for newspapers. Op-ed articles are analysis based upon current events. I have published op-ed articles on various social issues in different newspapers in Norway, Pakistan and Nepal.

e. Reports

I have shown strong communication and analytic skill by preparing reports for the companies. I have substantial experience of preparing clear, unambiguous, and convincing reports. My reports not only outline the facts and current situation, but also carry recommendations. Recommendation(s) is the most important part of reports because it provides guideline for strategic decisions to the concerned people.

- **Designing of Courses**

As mentioned above, I have designed or participated in designing training courses for business organizations. For academic institutions, I have designed courses following courses:

- International HRM (DMU, the UK),
- Managing People (DMU, the UK),
- Business Management (Muscat University College, Oman)
- Conflict Management (Vassa University, Finland).

Before designing academic or non-academic course, I review the goal and intent of the course. I explicitly outline the objectives and learning outcomes of the course. My major thrust in designing the courses is that contents are challenging and matching the level of a program. My course handbook is comprehensive and covers the following points:

- Course Aims and Objectives
- Learning outcomes
- Teaching and Learning Strategies
- Assessment strategies (if any) Other relevant information

- **Working in a Team**

In organizations, both team and individual work are important. Working in harmony and helping each other for achieving mutual goals is an essential part of organized life and a source of satisfaction. Therefore, I actively contribute in a team and assist my

colleagues whenever possible. Similarly, I enjoy working independently as it is a source of giving a sense of self-actualization.

Many managers at work frequently use the term “team” without appreciating the difference between a group and a team. Merely using the word ‘team’ is pointless unless there is team spirit. Team spirit develops when there is trust on each other. And, I strive to develop trust among those who are in my team. Mutual respect and accepting diversity are basic ingredients’ for team building.

- **Leadership**

It means vision and adaptability. Leadership is not a position, but a second name of attitude and approach.. It does not mean merely monitoring others’ work, calling futile meetings and telling others what to do. It means taking responsibility and leading by examples.

Moreover, Leadership quality is not dependent upon position. One can show this quality and skill without having a position. It was my leadership qualities that I had gained special position at the De Montfort University (DMU), UK. It was not a practice at DMU to involve teaching staff from Niels Brock when introducing changes in the module. However, I had a privilege that they always considered me a part of the team and sought my contribution before adopting any changes in the modules. At times, I practically acted as a module leader and mentor for their new teaching staff, and this fact was appreciated in a correspondence between my line manager and DMU management.

- **Information Technology**

I am neither an expert, nor a great fan of IT. Nevertheless, I have reasonable knowledge of different software and built-in instruments to develop website. I have developed static and e-commerce websites using Wordpress and Woocommerce. Similarly, I can handle Cpanel that is used for hosting websites.

- **Continuous Improvement**

Life is a dynamic process and needs adjustments all the time for which we need new skills and learnings. I am of the opinion that the concept of Total Quality Management (TQM) is not only for organizations, but it is applicable to human life, as well.

Following the TQM philosophy, I strongly believe in continuous improvement. In my opinion, a person remains active and young who is open to the new learning. To abreast of new development within my field, I take keen interest in reading contemporary and classical research. Reading research helps me to enhance my

Me as a person

professionalism and personal growth.

As indicated above, when I join organizations, I do not merely join as an employee, but take ownership of my job. It is in my disposition that I strive for excelling at work because it is self-satisfying. Being a self-starter, I look for opportunities to improve things.

- Personality test

Indeed, I am assertive and honest in telling about my ideas and opinions while being mindful of others' feelings. Personality tests that I have taken show, I am energetic, ambitious, and empathetic, and carry natural leadership skills. According to the tests, I have the following characteristics:

- Altruistic
- Confident
- Empathic
- Energetic
- Passionate
- Reliable
- Tolerant

I can be quiet at first, but once people get to know me, they will find me kind-hearted and caring person. Within the dimensions of extrovert and introvert, I am 60% introvert and 40% extrovert.

- International Exposure

I am very glad that I have extensively travelled and lived in various societies. It gives me an opportunity to go beyond from narrow cultural approach to take a broad view of culture. Therefore, I am open in accepting norms of different cultures. Accepting norms of other cultures does not mean that I completely transform culturally to the culture of another country. My own collected data on perception of conflict from Finland and Pakistan depicts that there is not a big difference in viewing various conflicting issues.

- Working style

Working hard or working with commitment does not mean that I am a work alcoholic; rather I prefer work-life balance. Work-life balance is important for my mental and physical health, and it is useful for the organization, as well. Only fresh minds can be innovative and productive.

Time management skill is a key factor to have a work-life balance, and to be innovative and productive. Since my university days, I developed this skill and managed my time in such a way that I did

not need to seek extensions.

At work, I believe in that 'doing' is more important than simple boosting off. I pay attention to details; nevertheless, it does not mean that I do not make mistakes. Human beings are prone to make mistakes, so am I. I am neither shy of making mistakes, nor scared of failures because they are great sources of learning.

Indeed, airing views in formal and informal meetings is important. However, I do not believe in speaking for the sake of speaking or simply to stand out in a group. I strongly believe in "think before you speak", hence I only speak when I believe that I have something to contribute.

Education

I have completed Cand.Mag and Cand.Polit degrees from the Bergen University, Norway. My university education consists of following courses:

- Administration and Organization
- General Psychology
- and Work Psychology.

In Administration and Organization, the contents included theories of macro and micro organizations. During the courses of Administration and Organization, I also studied political international systems of the UK, the US, France and Germany.

One year course in psychology included all the major themes such as Social psychology, Cognitive psychology, Developmental psychology, Personality, Abnormal psychology and so on.

Study of human problems and behaviours at work was part of the course of Work Psychology. It also included contents of principle of management and organizational behaviour.

My thesis was conceptual work. It was interdisciplinary work falling in the fields of Human Resource Management, Organizational Behaviour and Work Psychology.

Conclusion

In conclusion, I have multiple type of work experience and I feel that I could be a valuable asset to your team and bring the skills that require completing the tasks successfully. It will be my pleasure to have a meeting with you or answer any query that you might have.