

# COACHING FOR PEAK PERFORMANCE

“A lot of people have gone further than they thought they could, because someone else thought they could.”  
Zig Ziglar (Author, Coach, Speaker)

## Date & Venue:

11th May in Lahore at Royal Palm Lahore  
13th May in Karachi at Movenpic Hotel Karachi

Workshop Investment: 17,500/- (Exclusive of GST)

Timings: 9:00 am to 5:30 pm



## Course Facilitator:

### FAIZAN AHMAD

Motivational Facilitator & OD Consultant

Carrying more than 14 years of enriched corporate exposure, Faizan Ahmad holds a diversified working experience in sales, services, telecom & banking industry. As a professional learner he is proud to earn 8+ years of broad scope training experience of thousands of individuals encompassing designing, formulating and delivering customized training modules for multinational companies.

He has a core belief to ‘Transform’ people! A Trainer by profession & a learner by passion he knows how to win it. His sessions are interactive & full of energy with learning at every step. His enthusiasm adds determination to his interactive training techniques. Being witty and considerate he quickly adapts to the participants and eliminates barriers, maximizing effective impact.



## Course Overview:

Performance development has a very deep connection with coaching and coaching is about helping your people reach their full potential, personally and professionally. Manager wearing a coach jacket means working with people to improve their performance at work. High-performance coaching may also involve working with other people within your organization – collaborating with other managers and leaders to make the workplace a high-performance organiza-

tion, one that helps everybody to perform at their best.

All managers need to have coaching skills as an essential component within their management toolkit. Managers who consistently coach have more effective teams, higher morale, and better bottom-line results. Organizations with a coaching culture create higher levels of staff retention, better customer service, higher productivity and peak level performance.

## Course Content:

Coaching from Coachee's Perspective – Where the candidate goes against you:

- Evaluate the industry worth
- Coaching by the coachee
- Importance of 360 coaching

Understanding GROW Model – An Ideal fashion to grow your team member:

- Importance of Executive & Team Coaching
- Utilization of GROW Model
- Best practices of Coaching in our corporate sector

Using Constructive Feedback – For constant boost and motivation:

- Negative & Positive
- Expected v/s Unexpected
- Praise & Reprimand

Applying SKIL/WILL Matrix – Connecting both the parties:

- About the tool
- Utilization of Matrix
- Work Distribution

Empowered Mentoring – Let them drive and you observe:

- Effective Questioning
- Goal Setting
- Mindful Listening

## Key Learning Points:

- Initiate and inspire employees
- Coach and develop staff effectively
- Leveling down as a coachee first
- Groom your mentoring skills to develop the developed
- Resolve individual and team conflicts professionally
- Delivering effective feedback towards excellence

The workshop also includes understanding and implementation of international management models like:

- GROW Model
- SKILL/WILL Matrix
- Feedback Matrix

## Who should attend?

- This training workshop is beneficial for line managers of all levels, newly promoted managers, supervisors, leaders and trainers.
- All sales managers and sales coaches who want to achieve sales targets by enhancing the business productivity of their sales teams through on job coaching in the field.

## Methodology:

- Audio/Visual Aid
- Team Exercises
- Brain Storming sessions
- Role Plays
- Case Studies

Course Facilitator:

## FAIZAN AHMAD

Motivational Facilitator & OD Consultant

Carrying more than **14 years** of enriched corporate exposure, Faizan Ahmad holds a diversified working experience in sales, services, telecom & banking industry. As a professional learner he is proud to earn **8+ years** of broad scope training experience of thousands of individuals encompassing designing, formulating and delivering customized training modules for multinational companies having qualifications of:

**Post Graduate** in Social Sciences

**Certified Presenter & Business Leader** from Dale Carnegie Training

**Certified Trainer** from School of Leadership

**Certified Call Center Professional** from Catcos, Inc.

**Certified** from Life Office Management Association (LOMA)

**Certified Effective Manager** from Management Association of Pakistan (MAP)

He has a core belief to 'Transform' people! A Trainer by profession & a learner by passion he knows how to win it. His sessions are interactive & full of energy with learning at every step. His enthusiasm adds determination to his interactive training techniques. Being witty and considerate he quickly adapts to the participants and eliminates barriers, maximizing effective impact.

He also carries an in depth interactive training & learning experience with the emerging youth of leading educational institutions like SZABIST, MAJU, Hamdard University & Karachi University. Faizan Ahmad is a trainer of today; with full zeal carrying innovative thoughts and is currently engaged in serving the training world.



He has trained and facilitated 4,500+ users from the following blue-chip entities including the topics:

<b>Glaxo Smith Kline</b>	– Selling Skills
<b>Novartis</b>	– Team Building
<b>PTCL</b>	– Customer Services, Call Handling & Tele Sales
<b>Ufone</b>	– Customer Services, Call Handling & Tele Sales
<b>Jubilee Life Insurance</b>	– Selling Skills
<b>First Micro Finance Bank</b>	– Problem Solving & Decision Making
<b>Indus Motors</b>	– Selling Skills
<b>TPL Tracker</b>	– Customer Services
<b>UPS</b>	– Customer Services
<b>Muslim Commercial Bank</b>	– Managerial Skills
<b>Faysal Bank</b>	– Selling Skills
<b>Habib Bank Limited</b>	– Managerial Skills & Office Management
<b>United Bank Limited</b>	– Call Handling & Tele Sales
<b>Aman Foundation</b>	– Communication Skills
<b>Dream World</b>	– Team Building
<b>Trillium-Pakistan</b>	– Delegation Skills
<b>Engro Foods</b>	– Team Building
<b>Food Panda</b>	– Communication Skills
<b>Pakistan Petroleum Limited (PPL)</b>	– Personal Effectiveness & Conflict Management
<b>Lotte Chemicals</b>	– Personal Effectiveness
<b>Pakistan State Oil (PSO)</b>	– Problem Solving & Decision Making
<b>K-Electric (KE)</b>	– Supervisory Skills
<b>Bank Alfalah</b>	– Team Work
<b>Pak Qatar Takaful</b>	Customer Services & Call Handling Techniques



He also carries an in depth interactive training & learning experience with the emerging youth of leading educational institutions like **SZABIST, MAJU, Hamdard University & Karachi University**. Faizan Ahmad is a trainer of today; with full zeal carrying innovative thoughts and is currently engaged in serving the training world.

### Successfully accomplished the following seasoned projects:

Successfully trained and coached 600+ customer service officers and 250+ Sales Representatives at Ufone Call Center resulting in savings of ~PKR 4.2 million and revenue generation of PKR 8.5 million respectively.

For Jubilee Life Insurance, designed and conducted result-oriented training segments ensuing a record profit growth of 19% in the first quarter of 2013; reaching the highest ever figure of PKR 127.3 million at in Jubilee Life Insurance.

Designed and conducted Training Need Analysis, followed by a complete facilitation of training programs on various topics for the entire PTCL contact center in Karachi, Lahore & Islamabad, empowering more than 1400 resources. The project empowered the managerial and non-managerial staff in the year 2014-15.

Enlightened & empowered the contact center staff of 500+ working for UBL in year 2015 with immediate results of upto 65% increase in retention thus enhancing the overall productivity of the center in sales and services.

# Testimonials:

"Sky is the limit for Faizan, as trainer his creativity and passion to serve speaks for himself. Wishing Faizan all the best in his career".

- FarhatRabia, Regional Manager Quality Assurance & Training, Mobilink – An Orascom Telecom Company

"Faizan is one of the few persons I have met who not only knows EXACTLY what he wants in life but is also steadily making towards his goal achievement. His enthusiasm is contagious and has the natural ability to impress and influence those around him. He is a classic example of a true change agent. In him, we have an international star in the making. Keep dreaming Faizan!"

- Mohammad MuneebKidwai, Trainer & Coach, The Change Agency.

"Faizan is a multi-skilled, wise and highly motivated individual with good interpersonal skills. He is a person who can take on even the most challenging tasks. He always takes care of his job, works hard and really enjoys team working. I wish him all the luck for his future endeavors."

- ShujaulHaq, Human Resource Advisor, United Energy Pakistan.

"Faizan is a mature, highly energetic & hardworking professional. He is creative and loves to work in healthy environment with industrious people".

- HarisTabassum, Senior Manager, Learning & Development, TCS.

'This man is a complete package. Energy, motivation, knowledge, you name it! I can assure that during his workshops Faizan will keep you connected by interacting and raising your energy level. I wish him all the best in his future endeavors.'

-Major (Retd) Tariq Hassan, General Manager, Human Resource, Trillium-Pakistan

