



# DEVELOPING COMMUNICATION AND INTERPERSONAL SKILLS

## Course Overview:

Business success is increasingly becoming a function of how well people are able to communicate and share their ideas. The ability to communicate is perhaps, the most

important skill for people to acquire. Understanding how to communicate with people, whether they are co-workers, subordinates, friends or customers, is the key to one's

success. The rapidly growing corporate world requires those who can communicate well without wasting much time.

## Learning Aims And Objectives:

The objective of this workshop is provide the participants with a range of knowledge, skills and responsive attitude that will help them build their personal and professional relationships, and be able to empathize and encourage their family and team members, and reflects upon their communication competence for harmonious and productive living.

In any organization, massive improvements in productivity, job satisfaction, quality of work and customer service can be achieved through a capable, confident and well groomed workforce.

## Methodology:

The workshop aims to improve communication & interpersonal skills of the participants through a high energy presentation, experiential learning and group discussions. Instead of being passive recipients of theories and models, participants would be heavily engaged in various tasks, activities and challenges all of which require them to work as a team to succeed.

## Expected Learning Outcomes:

At the end of the workshop the participants are expected to develop the following capabilities:

- Develop a positive attitude towards self and others.
- Understand the importance of effective communication.
- Become better listeners.
- Develop their interpersonal skills.
- Able to communicate in a more structured manner personally and professionally.
- Handle conflict situations more effectively.
- Develop better self-grooming skills.

## Contents:

This one day workshop will cover the following:

- What is communication and its types
- 7C's of communication
- How to make a great first impression
- Receiving and providing feedback
- Active listening and questioning techniques
- Verbal and Non-verbal communication
- Handling conflict
- Effective presentation tips
- Managing emotions during conversation
- Developing assertive communication
- Barriers to effective communication
- Importance of confidence
- Prioritizing important & urgent tasks
- Branding
- Office etiquettes and netiquettes

## Who Should Attend?

The workshop is designed for professionals, workers, consultants, coaches, entrepreneurs, potential high achievers, in fact anyone working in an organization or in a business who have the desire to improve upon their communication skills and achieve their overall organizational goals.

# Naila Imran Sidat

Naila Imran Sidat is a graduate of Institute of Business Administration (Karachi) 2001. She has been a part of the brand management team at Clover Pakistan Limited- a group subsidiary of the Lakson Group of Companies. Her passion for teaching made her launch her academic career with various leading management sciences universities of Pakistan including IBA, SZABIST, PAF-KIET, Greenwich, Lecole and Iqra University, to name a few with whom she is attached as a visiting faculty.

Her professional experience has been with Clover Pakistan, a group company of Lakson Group where she was the part of the brand management team. She has also been associated with assessment development for various banking exams. She has trained various candidates and

students in Communication Skills, Creative writing skills, Interview and Presentation skills, Train the Trainer ,Team leadership, Office Procedures, Office Administrative Skills and Responsibilities, Negotiation Skills, Interpersonal skills, Excellence in Customer Service, Front Staff Training etc.

Her courses are designed to be highly interactive by conducting group discussions to share knowledge & experiences, contain hands-on individual & group exercises, motivational videos and brain-teaser questions from time to time. The session provides individuals the opportunity to work with each other in form of groups thus helping them understand how to work with new people and yet get the task completed. The sessions are designed such that by the end of the

day's session, each participant has at least once presented in front of the group thus helping those with public speaking freight to overcome their fear and others to have a chance to improve upon their skill.

At the end of the session the participants gain an in depth understanding of different concepts, have used various tools & techniques that can be practically used in office and have an effective support material to refer to for future use. Also the participants have an opportunity to develop social networking thus giving them a life time opportunity to increase their professional circle.

## LIST OF COURSES

## TESTIMONIALS

She had good grip on the topic PPL Accountant

She introduce more activities and situation based team exercise for coping stress  
Assistant Manager Meezan Bank

Instructor good with their presentation and command over it  
Manager Feroze Textile

Facilitator done good efforts  
Asst. Engineer Inspectest pvt ltd

She is very good communicator and update with the today's topics  
Officer Allied Bank Ltd

- Train the Trainer
- Developing Training Need Analysis Workshop by Quickbiz
- Time & Stress Management
- Advanced Presentation Skills
- Effective Communication
- Effective Writing Skills
- Developing Managerial Skills
- Team Building & Team Work
- Building Self Confidence
- Supervisory Development program
- Motivation Skills
- Why do Performance Appraisal Fails? Workshop
- Management Development program
- Public Speaking at Work
- English Language program for Professional (basic to Advance)
- Anger Management
- Corporate Dressing & office manners
- Success Skills for Secretaries and Support Staff

# Natasha Shoaib Awan

CPT, CBLE, CHRE (IAPPD-UK)(ICBC)  
CEO ICBC, Snr BA, Seasoned Writer

Mrs. Natasha Shoaib is a young and passionate International Certified Professional Trainer (UK)(IAPPD)(ICBC), bringing along rich & diverse experience blended with academia, research and industry. Her extensive international exposure adds a new perspective to coaching and training in Pakistan. Natasha originally born and brought up in DOHA (QATAR) she belongs to a reputed military family in Pakistan.

Mrs. Natasha Shoaib leads two main divisions and offers courses in HR as she is specialized and certified HR expert and 2nd is Interpersonal Skills which include Body language expertise following are courses offers by Natasha: Bearing a rich educational and professional development background in shape of her engineering in Computer Sciences and further MS in HR & FINANCE. She is MBA from UCP Lahore

.She did numerous certifications in interpersonal skills, HR managers capacity building, Branding, Communication, Body Language, Talent Leadership. Time and Stress Management both nationally and internationally. She is a vibrant and energetic SENIOR BUSINESS ANALYST at National Engineering Services Pakistan (NESPAC) on permanent position.

Bearing vast experience in corporate world she brings along expertise in two main divisions HR and INTERPERSONAL SKILLS.

Her Professional Work and Training Career made her work with culturally diverse audience. She has conducted In house and Corporate training in various institutes of Pakistan on topics ranging from Business Administration and Management, Business Growth Monitors, Value Analysis Via Selling and

Marketing, Corporate Governance, HR Development, The Balanced Score Card, Leadership Skills ,HR and Labor Laws in Pakistan , Creative Communication Skills ,BODY LANGUAGE , Time Management and Stress Management, Value business Selling, Advance managerial skills ,Brand innovation, Strategic Business Growth to Earth Sciences for competitive studies CSS to Corporate Ethics. Natasha has worked on various projects which includes World Bank funded International and National projects. As an author, her first publication was Research and Development Paper "Virtual Instruments In lab View" published in IEEE in 2002 to Two books Earth Sciences and Corporate Four Star Generals in manuscript form today.

## What Natasha Offers?

Mrs. Natasha Shoaib leads two main divisions and offers courses in HR as she is specialized and certified HR expert and 2nd is Interpersonal Skills which include Body language expertise following are courses offers by Natasha:

Note: Natasha also offers customized courses to her valuable clients keeping in view the needs of the organization.

- 5 Levels of Leadership
- Effective Delegation at Workplace
- Effective Employee Engagement & Retention Plan
- Conflict Resolution in HR Functioning
- Professional Woman at Workplace
- Create High Performance Teams
- Corporate Body Language
- HR Stress Control with Effective Time Management
- Effective Business communication
- Train the Trainer
- Developing Training Need Analysis
- Advanced Presentation Skills
- Developing Managerial Skills
- Building Self Confidence
- Supervisory Development program
- Motivation Skills
- Why do Performance Appraisal Fails?
- Management Development program
- Anger Management
- Corporate Dressing & office manners

For registration(s) send us your Participants Name, Designation email, address & cell numbers Also please provide us organization's NTN #

register@quickbizgroup.com



Quickbiz Group Office No. 403 Tahir Plaza, Sultan Ahmed Road, Block # 7 & 8  
JCHS, Karachi. Contact: 021-34209142 Mobile: +92-343-2508186,  
+92-300-8294943 www.quickbizgroup.com

Workshop Investment:  
**PKR 15,500/-**

Timings: **9:00 - 5:30**

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Date & Venue:

**2nd January-2017**  
Movenpick Hotel Karachi  
Course Facilitator: Naila Sidat

**3rd January-2017**  
Royal Palm Lahore  
Course Facilitator: Natasha Shoaib