



ESSENTIAL MANAGERIAL, SUPERVISORY AND LEADING SKILLS

Our First Steps To Management,
How To Organize Others, And Direct Work Effort Effectively

“Lots of Folks confuse
Bad Management with Destiny”
Kin Hubbard

WHY THIS WORKSHOP?

When we are at work we all feel we are 'busy'; but good companies and organizations make certain their employees are busy 'doing the right things efficiently and effectively' - i.e. 'doing the right things, right'.

WORKSHOP OUTLAY

This action packed one-full-day workshop is a 'must' for all managers, supervisors, team leaders, shift leaders and support staff. No matter what your

department or job function, being well organized pays off - for both the employer and the employee! It is designed in the way to learn and practise the skills of good planning. The workshop helps delegates understand the key elements of planning and organizing - and shows how they can be readily applied to the delegates' work environments. It will help people interested in clearly identifying and prioritizing the tasks and activities needed to achieve both business and personal goals.

The workshop clearly defines the role of a manager, and also the most common difficulties a manager will face in the workplace.

WORKSHOP OBJECTIVES

- To understand the principles and importance of correct planning
- To have a clear understanding of the essentials of planning
- To enable delegates to set effective goals
- To learn to set objectives to aid in the achievement of the goals
- To organize and adapt plans for successful implementation
- To understand to use planning tools e.g. Gantt Charts, etc.
- To understand and practise the principles of prioritizing work effectively
- To learn personal organizing strategies to help with work-life balance
- To learn how to organize your office, computer, and paperwork
- To practise the skills of planning and organizing in a controlled environment

WORKSHOP FOCUS AREA

- A comprehensive knowledge of the skills and techniques required to be an effective manager
- A greater awareness of yourself and the ways to get maximum performance from your staff / team

WHO SHOULD ATTEND

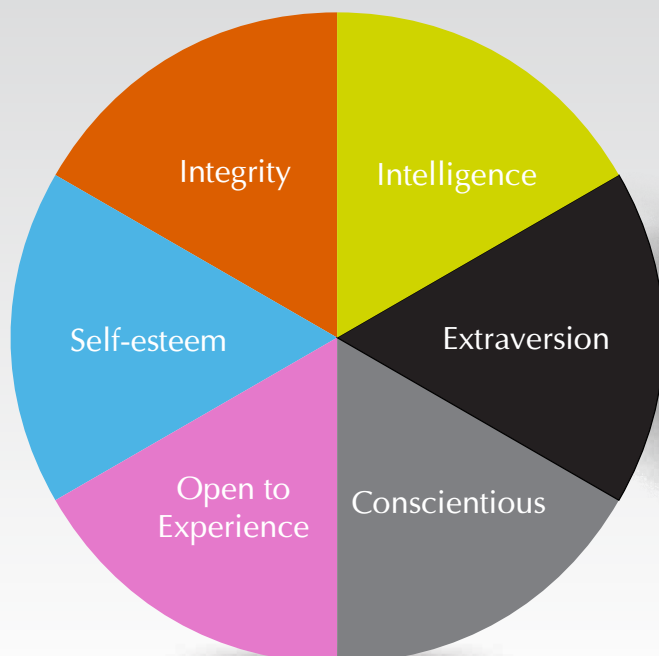
- JUNIOR MANAGERS: Those new to management positions, or those who have received no formal training in Management Skills.
- MIDDLE MANAGERS: Managers and potential leaders who are candidates for taking up senior roles in their organization, in the next 6-12 months.

WHAT YOU WILL GAIN

- A range of tools and techniques to assist in planning and prioritizing your workload
- A number of techniques that will help you remain focused on productive work for a greater proportion of your time
- The ability to plan your own, and your team's work
- Greater confidence and control over your immediate work environment

WORKSHOP CONDUCT

- Real World Business Simulations
- Role Plays
- Cohort Discussions
- Introspective Exercises
- Case Study Sessions



WORKSHOP CONTENTS

Morning Session

- Defining Management
- The Roles & Responsibilities Of A Manager
- The Difficulties Experienced By A Manager
- The Key Competencies Needed By Manager
- Leadership
- Definition Of Leadership & The Qualities Required To Lead People
- Different Leadership Roles
- Your Preferred Personal Leadership Style - An Assessment
- Leadership Styles - Which Is Appropriate?
- Motivation
- How People Are Motivated
- The Role Of The Supervisor In Motivating Others
- Guidelines On Motivating People
- Planning & Goal Setting
- Steps To Effective Planning
- Guidelines For Setting SMART(ER) Objectives

Afternoon Session

- Time Management
- Identifying Time Wasters
- Being An Effective Time Manager
- Choosing The Right Time To Do The Right Work
- Using The 'Prime Time' Principle
- Effective Delegation
- The Advantages & Disadvantages Of Delegation
- Reasons Why Supervisors May Not Delegate
- When To Delegate
- To Whom To Delegate
- How To Delegate
- Using Delegation To Develop Your Team
- Communication
- Why Do We Communicate?
- Barriers To Communication
- Communicating Effectively
- Body Language - The Impact Of Non-Verbal Communication
- Being An Active Listener
- Behavioral Styles
- Understanding Different Behavioral Styles
- Taking The Right Attitude
- The Benefits Of Being Assertive
- Key Steps To Being Assertive
- Reviewing Performance
- Constructive Feedback
- Feedback Principles
- Performance Appraisals
- Taking It Forward; The Pareto Principle



Course Facilitator (for Karachi)

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.

Course Facilitator: (For Lahore)

Natasha 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 (NESPAK) 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.

Date & Venue:

24 November-2016 Marriott Hotel Karachi
25 November-2016 Royal Palm Lahore

Course Fees:

15,500/=

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

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