

ESSENTIAL SOFT SKILLS FOR SUCCESS AT WORKPLACE



Date & Venue:

20 September 2016 Royal Palm Lahore
23 September 2016 Movenpick Hotel Karachi

Workshop Investment:
15,500/- Inclusive of GST

Timings:
9:00 am to 5:30 pm

Course Overview:

Soft skills, sometimes referred to as “professional skills”, are the essential enablers of business analysis - independent of technical or industry specific skills and knowledge.

Soft skills are extremely valuable to any organization - and are

often in short supply.

Stakeholders at every level of the organization rely on thorough, objective, accurate business analysis and the resulting business requirements and supporting business cases for decisions regarding changes in business processes and business systems.

Course Content:

Module 1 – Self Management Skills

Self-Management Skills address how you perceive yourself and others, manage your personal habits and emotions and react to adverse situations. Only when you build inner can you have a strong mental and emotional foundation to succeed in your career.

- Growth mindset
- Self-awareness
- Emotion regulation
- Self-confidence
- Stress management
- Resilience
- Skills to forgive and forget
- Persistence and perseverance
- Patience
- Perceptiveness

Module 2 – People Skills

People Skills address how to best interact and work with others so you can build meaningful work relationships, influence others perception of you and your work, and motivate their actions. I have split them into two sections – Conventional and Tribal
Conventional – List of people skills you can find in most job descriptions and you will be assessed on some or all of these in your performance reviews depending on your level.

- Communication skills
- Teamwork skills
- Interpersonal relationship skills
- Presentation skills
- Meeting management skills
- Facilitating skills
- Selling skills
- Management skills
- Leadership skills
- Mentoring / coaching skills

Module 3 -“Tribal”

List of people skills that you will not find in any job descriptions. They are also essential to your career success. I call it tribal because they are more “insider knowledge” that you gain from work experience or from mentors. Some people can go through their entire career and not be aware of some of these skills.

- Managing upwards
- Self-promotion skills
- Skills in dealing with difficult personalities
- Skills in dealing with difficult/unexpected situations
- Savvy in handling office politics
- Influence / persuasion skills
- Negotiation skills
- Networking skills

Why are soft skills so valuable?

- Business is increasingly complex, rapidly changing and chaotic. Getting "buy in" and support from a wide range of stakeholders is critical.
- Organizations are lean. No one seems to know "the business" - only pieces.
- Access to knowledgeable subject matter experts is increasingly difficult.
- Projects often span multiple business areas with different, sometimes conflicting, business practices – often resulting in an endless chain of references to "someone who knows".
- Business is fast paced. Everyone needs a solution “now”! There never seems to be enough time to get it right. However, there is little tolerance for getting it wrong.

Who should attend?

Soft skills are important at every level of the organization for its success.

Course Outcomes:

To clearly define business problems and related opportunities

- Proven techniques for discovering and mining deep business knowledge
- Facilitation and elicitation techniques that enable you to fully engage subject matter experts
- Critical thinking skills to clearly define and rapidly resolve business questions
- To develop, validate and clearly communicate effective business cases
- To navigate the political and cultural roadblocks that impede high quality analysis
- To respond rather than react to problems
- Proven techniques for generating and evaluating ideas
- To make effective critical decisions
...and much more

Participants in Soft Skills training course receive a comprehensive course workbook, supplemental materials, and a personalized Certificate of Completion.



Course Facilitator:

Natasha Shoib Awan

CPT, CBLE, CHRE (IAPPD-UK)
(ICBC)

CEO ICBC, Snr BA, Seasoned Writer

Mrs. Natasha Shoib is a young and passionate International Certified Professional Trainer (UK)(IAPPD)(IC-BC), 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 Shoib 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.

What Natasha Offers?

Mrs. Natasha Shoib 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:

- Effective Employee Engagement & Retention Plan
- Conflict Resolution in HR Functioning
- HR Stress Control with Effective Time Management
- Train the Trainer
- Developing Training Need Analysis
- Why do Performance Appraisal Fails?

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

register@quickbizgroup.com

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Quickbiz Cancellation Policy:

Substitutions are welcome. cancellation must be confirmed by email. For Cancellation made in the 05 working days to the workshop, no refunds will be given.