
Date & Venue:
25-26 March-2016
Movenpick Hotel Karachi
30-31 March-2016
Royal Palm Lahore
Course Fees: /28,000=
(exclusive of GST)

ESSENTIALS OF CORPORATE SUPERVISORY AND MANAGERIAL SKILLS

Excel at managing and supervising people

Course Overview

Supervising others can be a tough job. Between managing your own time and projects, helping your team members solve problems and complete tasks, and helping other supervisors, your day can fill up before you know it.

This workshop will help supervisors become more efficient and proficient, with information on delegating, managing time, setting goals and expectations (for themselves and others), providing

feedback, resolving conflict, and administering discipline. As part of the management team in your organization, you will find that this course will help you to update your skills in line with the need created by today's dynamic and fast-moving business environment. This course is exciting, interactive and is designed to provide you with the professional skills and tools you need to do your job effectively, contributing to personal and organizational success. It will offer you the opportunity to test and learn from the best, using case studies and current examples from the local and international business community.

Training Outcome

This workshop has been developed to help participants gain confidence in their ability to confront issues and reach to positive solutions. After attending this highly skilled workshop, participants will not only learn proven techniques and strategies that reinforce teamwork, improve communication and reduce stress but will also learn how to deal with difficult people in difficult situations. You'll learn how to handle various key management challenges with

ease, including how to establish credibility and authority, how to motivate employees to give 100 percent, how to handle attitude problems and rule-breakers, how to control absenteeism and delays, how to give constructive feedback.

As a workshop bonus, you'll receive self-assessment tools, handy checklists, the Leadership Style Analysis and numerous other resources that give you insight into how to build on your supervisory strengths.

Course Contents:

Series 1: Understand your Role

- Difference between Managers and Leaders
- 7 deadly sins of managers
- Develop skills by finding opportunities, within problems
- Lead others effectively
- Management means "Action"- not "Re-Action"
- Be creative and see beyond the obvious by removing self imposed barriers
- A test to evaluate your style of Leadership

Series 2: Communication and Interpersonal Skills:

- Learn to view difficult behavior as an opportunity to grow and understand.
- Understand your own strengths and weaknesses better to manage difficult people easily.
- Structure your Communications Skills to influence and persuade others
- Understand the "Johari Window"
- Understand what every BODY is saying!
- Learn what is Reflective Listening and how it helps in resolving conflicts
- Using the Mehrabian communication model to explore growth areas, which are essential to progress professionally.

Series 3: Conflict Management:

- Recognize 5 most difficult personality types and how to deal with each.
- Analyze which category of difficult people do we fall into – "Self Assessment".
- Learn to avoid a disagreement from escalating into an argument.
- Understand how to assess conflict and identify win-win resolution?
- Discover the ways to get your message across firmly and fairly.

- Find out how to give constructive feedback in a way that creates positive behavior- not resentment.
- Act promptly and appropriately to correct problem personalities who can make life miserable.

Series 4: Team Building- Moving Forward Together:

- Moving from team building to 'Team Bonding'
- Building passionate and profitable teams
- The need to put your team members in the 'driver's seat' as opposed to mere 'passengers'
- Importance of team communications and why most teams fail if this is not done right.
- Discover how your behavior has an impact on your team's performance
- Create an environment for effective teamwork
- Internal and External motivation: How to motivate employees to perform with full potential
- The importance of effective delegation.
- How to build trust and demonstrate understanding with your colleagues.
- Identify how to motivate and retain diverse individuals around and under you.
- Keep your team on track, heading towards the same goal and achieving the objectives important to your company.

Series 5: Time and Stress Management:

- Identify your "Time Stealers"
- Learn to relax and increase productivity along with effectiveness
- How to use stress to your advantage.
- Accomplish more of the things you want each day without burning the midnight oil.
- Discover why 'working smart' does not have to be a mere slogan.
- Understand the Time Management Matrix

After this course you will:

- Understand how your role contributes to organizational success
- Project the image of a strong, confident and capable role model to employees
- Adapt your leadership style s you can better coach, discipline and motivate your people to success.
- Be able to create a first class team through competency based Recruitment, training and appraisal
- Understand what motivates employees to achieve higher performance
- Know how to communicate persuasively, one-to-one and in meetings
- Know how to drive and motivate yourself and others
- Be able to develop people for superior performance
- Resolve conflict through collaboration, creating win-win outcomes

- Understand the dangers of the "comfort zone"
- Create an inspirational organizational environment which will encourage creativity and marketplace success One

Who Should Attend?

Although everyone can benefit from attending, the following people will gain the most from this course: People working in a team: Facilitators, Coordinators, Leaders, Managers, Supervisors Professionals wishing to broaden their potential. If you are new to the job, this upbeat workshop will break you in fast. If you are experienced, it will help you polish your skills to get even better.

Course Facilitator for Lahore



Gul-e-Zehra Aatif

Certified Trainer from UAE
& Presentation Specialist

Gul-E-Zehra is a certified trainer from Dubai, UAE; a free lance international trainer who has trained the employees of more than 12 different countries. She has conducted training workshops for TPS Pakistan (Pvt.) Limited, MAL (Mobil Askari Lubricants) Pakistan Limited, PIMSAT, The Citizen Foundation (TCF), Proctor & Gamble Pakistan, Futehally

Chemical, Sajid Brothers Engineering Industries (Pvt.) Ltd., Gujranwala, Independent Media Corporation Pvt. Ltd. (Geo TV), National Commission for Human Development, Sind Institute of Reproductive Medicines, NED University, Pharmevo pvt. Limited, Bayer Pakistan, Standard Chartered bank, Shabbir Tiles, INTECH Process Automation (Pvt.) Ltd., Higher Education Commission of Pakistan, B.Braun, The Coca-Cola Export Corporation, Pakistan Branch, MCB (Muslim Commercial Bank), PSO (Pakistan State Oil Company Limited), Raaziq International Logistics, Aman Foundation, PICIC Commercial Bank Limited, Jaffer Brothers (Pvt.) Ltd, Packages Ltd, JS Bank Limited, Abacus Consulting, Iberotel Miramar Al Aqah Beach Resort in Fujairah, UAE, Atlas Honda, IBA(Sukkur), Hub Power, Novar-

tis Pharmaceuticals Corporation, Lahore University of Management Sciences (LUMS), WorldWide Group, Hinopak Motors Limited, Pak- Kuwait Takaful Company Ltd. etc.

She has trained various employees in Business English, Communication Skills, Creative writing skills, Interview and Presentation skills, Team leadership, Office Procedures, Office Administrative Skills and Responsibilities, Negotiation Skills, Interpersonal skills, Excellence in Customer Service etc. She has done B.A. Honours and M.A. in English Literature and M.A. in Linguistics and a certificate course in Business English and Presentation Skills from Institute of Business Administration (IBA)

Course Facilitator for Karachi



Naila Sidat

Communication Specialist
& Motivational Speaker

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.

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.