

EXPERT IN HR ADMINISTRATION & HR MANAGEMENT

**Develop Skills And Techniques To Ensure
The Smooth Running Of HR's Administrative Processes**

- ▶ **Date & Venue:**
9-10 March-2017 Movenpick Hotel Karachi
16-17 March-2017 Royal Palm Lahore
- ▶ **Timings:** 9:00 am – 5:30 pm
- ▶ **Workshop Investment PKR:** 37,000/-

Course Overview:

HR administrators often function as the first point of contact for employee enquiries and requests. This course provides a 'best practice' approach to the key administrative activities and on the practical application of key HR administrative activities. The course leader will provide you with the insight, knowledge and skills to manage potentially sensitive issues and situations with tact, discretion and confidence.

Gain an overall understanding of human resources as it relates to an organization's goals and strategic objectives. You will examine the issues of human resources management and its various functions, activities and processes.

Course Content:

- The Role Of HR Administration In Your Organization
- Bringing Creativity To The HR Administration Role
- Advantages And Disadvantages Of HR Systems
- Developing A "Can Do" Attitude For Your Customers
- The Stages Of Recruitment And Record Keeping
- Stage One: Why Should Anyone Want To Work For Your Organization?
- Stage Two: Job Analysis
- Stage Three: Things To Do Before And During The Interview
- Stage Four: Interviewing Skills
- Stage Five: Record Keeping For Recruitment
- Orientation, Training And Performance Appraisal
- Carrying Out Training Administration
- Developing Training Databases And Building A Resource Library
- Performance Appraisal
- General Record Keeping
- Developing Interpersonal And Communication Skills
- Effective Face-To-Face Communication
- Developing Interpersonal Communication Skills In HR
- How To Use Feedback To Create Awareness And Growth
- Emotional Intelligence (EI) And How To Use It To Give
- A Great Service – Questionnaire
- The Power Of Positive Thinking

Who Should Attend?

This course is especially designed and developed for HR professionals requiring specialised knowledge and skills. The course is intended for individuals who are either new or have little experience in HR, but have a keen interest in developing a career in the human resources profession. HR Administrators and Assistants will certainly benefit from attending the course.

Benefits Of Attending

- Deliver a high level of service to both the operational HR team and the wider business
- Design and implement effective HR procedures and administrative systems to support business needs and deliver business results
- Provide administrative support concerning employee matters, ensuring alignment with company values and goals
- Produce all employment related processes including recruitment, selection, training, sickness etc.
- Develop your interpersonal communication skills so that you can successfully deal with difficult situations

Course Trainer:

Dr. Pir Syed Ijlal Haider

CEO/Director Training & Consultancy | Zigron Inc.

PHD in Services Marketing from Imperial College London, UK

MBA - University of Virginia, USA

MBA – IBA Karachi

Pir Syed Ijlal Haider brings with him extensive experience of 16 years in Sales & Customer Services, Team Building, Interpersonal communication and Trainings on the subject. He has been working at senior managerial and supervisory positions in different organizations across various levels including; Team Lead, Sales Manager, Department Head and Country Manager.

Dr. Haider has developed and conducted Research, trainings & retreats as lead resource person at United Bank, Citibank NA, Habib Bank and Khushhali Bank in such areas as Personal Grooming, Sales, Client Retention, Relationship Building, Team Building, Diversity at work place and Customer Care.

Along with the corporate world, Dr. Haider has been closely associated with the Non-profit and health industry in Pakistan as well as in the adjoining regions i.e. Afghanistan. He has developed programs like stress management, performance enhancement along with counseling sessions for the professionals of the industry. He has designed courses such as Interpersonal communication skills for doctors and health workers, helped with the career path planning, and identify issues leading to lack of teamwork and employee motivation and addressing them to gain maximum output. Other assignments include counseling, personal development, One UN Project swell as first ever NGO retreat in Pakistan. He has completed his 2 MBAs one from IBA and 2nd from University of Virginia, USA and his PHD in Services Marketing from Imperial College London.



Some of the trainings delivered are as follows:

1. Excellence in Customer services
2. Art of selling in a recession.
3. Office Management Skills

4. Personal Grooming for the executives.
5. Selling Through Customer Services
6. Stress Management at Work
7. Interpersonal Communication Skills
8. Handling Difficult Customers

9. Mentoring skills for managers
10. Performance Enhancement Through Time & Stress Management
11. TOT

Some of the clients served are as follows:

1. Mobilink
2. UNFAO
3. Nayatel
4. Bahria Town
5. UNIFAD
6. Intercooperation
7. PPAF
8. Khushhali Bank
9. United Bank Ltd
10. Habib Bank Ltd
11. Air University
12. Bahria University

13. Mishal
14. Press club Pakistan
15. AP
16. Afghan Television
17. Nadra
18. NTL
19. TEO
20. Sprint Oil n Gas
21. Hans Seidel Stiftung
22. SDC
23. Daccar
24. Pakistan Institue of Community Ophthalmology (PICO)
25. DIL (Development in Literacy)
26. Save One Life

27. ERCU (FAO emergency unit)
28. Khubaib Foundation (Floatila Initiative)
29. Cessd (AUS Aid)
30. AKDN
31. Kabul Bank
32. AKEPDP
33. Sonraj
34. Asia Care
35. Citi Bank
36. Pak Oman Micro Finance Bank Ltd
37. Hubco
38. Byco Petroleum

One of the Testimonial for the same is as below:

I have known Ijlal for about 5 years now in the capacity of our trainer regarding soft skills trainings as well as a great friend. He is a dynamic, vibrant and an energetic individual who has been instrumental in making Zigron into a formidable training facilitator. He has excellent communication skills and impressive delivery style. His trainings have been instrumental in bringing a positive change in trainees as he not only believes but also actually involves them during his trainings. He has brilliant interpersonal skills and his impressive academic record coupled with enriching corporate experience enables him to be a change agent. I strongly recommend him as a trainer and change facilitator. I wish him all the best in all his future endeavors.

Taimur Bhatti GM HR, Nayatel.





**SELLING THROUGH CUSTOMER SERVICE WORKSHOP BY QUICKBIZ
ON 30TH SEPTEMBER ROYAL PALM GOLF CLUB LAHORE**

Previous Workshop Feedback

“It was a nice change learning environment in which included fun”
Senior Manager, Adamjee Insurance.

“It is total in all aspects. Very interactive and give life towards living”
Senior Manager, Adamjee Insurance

“Excellent Soft Skills Communication. We need such trainings in our Area”
VP/Area Manager, Summit Bank

“Superb. Excellent, every staff should have session with Dr. Ijlal”
Area Manager/AVP II, Summit Bank

“Very lively & Knows how to deliver the Message”
SVP/Area Manager, Summit Bank

“Very Friendly Environment”
Corporate Asst / Sec to GM, Mitsubishi Corporation.

“It can be more attractive and energetic through adopting more activities”
Assistant, Mitsubishi Corporation.

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



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.