

GREAT INTERPERSONAL SKILLS FOR BUSINESS

A 2-Day workshop with highly skilled trainer **Ben Dobbs**

Ben Dobbs is an independent leadership and communications trainer and executive coach originally from York in the UK.

During his career so far, he has worked with around 70 different nationalities in the Middle East and Gulf region, and in Europe with course participants from major high market capital companies (such as Nestle, GE, Statoil, BP, Premier Farnell, GDF Suez, Schneider Electric and Sberbank), universities, business schools and the military services of several countries (including the UAE Army and the Royal Air Force of Oman).



The great barrier
between you
and success
is yourself,
remember
you can
do this



Timings: 9:30 to 5:00

Date & Venue:

4th- 5th April in Movenpic Hotel Karachi

6th- 7th April in Royal Palm Lahore

Workshop Investment: 55,000/- (Exclusive of GST)

Course Overview:

This intensive and interactive course looks at the difficulties, opportunities and complexities of working in international contexts, focusing on working with diverse and often difficult personalities and the development of the interpersonal skills of participants in areas such as influencing and trust-building.

Participants are encouraged to share their own ideas and experiences and to learn from each other.

On this course, participants will learn everything they need to know about building relationships for international success through development of the interpersonal skills which are so vital to companies and teams in the modern, globalised, diverse and often ambiguous business community.

Course Objectives:

Having attended this course, participants will:

- be able to establish and maintain stronger business relationships both inside and outside their own team and company.
- have the competence to achieve better results through these relationships and see a measurable return from use of the interpersonal skills to achieve business objectives.
- apply techniques to build trust, influence, make decisions, establish rapport, listen well, give and receive feedback, and handle conflict.
- be better team workers and have developed, in part, as leaders.
- have formed personal actions plans for future application of the training.

Methodology:

The course methodology moves between training, teaching and coaching as appropriate. An interactive communicative approach is used, providing attendees with their own experiential learning. Sessions involve discussion, brainstorming, analysis, problem-solving, role-plays and simulations, presentations and case study analysis.

Participants are always actively involved at all stages.

Course Content:

- Group dynamics and creating rapport
- What are the interpersonal skills and what is interpersonal competence?
- Networking and connecting with others through small talk and chit chat
- Effective feedback
- Giving and receiving feedback
- Feedback vs. feed forward
- Trust and trust-building
- Establishing trust face-to-face and virtually
- Influencing positively – pushing and pulling
- Dealing with difficult people

DAY 1

- Ways of listening
 - I. Active listening
 - II. Empathic listening
 - III. Facilitative listening
- Having a meaningful conversation
- Decision-making and decision-making styles
- Taking impactful decisions and achieving “buy-in”
- Conflict-handling
- Taking the Conflict Mode Instrument test
- Summary and review
- Action planning and participant presentations

DAY 2

Who should attend?

A course focusing on interpersonal communication for anyone working internationally. Participants can come from any level of seniority or experience as well as from any economic sector, with or without international experience.

Participants should have a level of English of B2+ according to the Common European Framework of Reference.





Course Facilitator:

Ben Dobbs is an independent leadership and communications trainer and executive coach originally from York in the UK.

During his career so far, he has worked with around 70 different nationalities in the Middle East and Gulf region, and in Europe with course participants from major high market capital companies (such as Nestle, GE, Statoil, BP, Premier Farnell, GDF Suez, Schneider Electric and Sberbank), universities, business schools and the military services of several countries (including the UAE Army and the Royal Air Force of Oman).

Academically, Ben is educated to MA level, during which time his study focused on culture and training people to communicate and work intercultural; other qualifications include the ILM Level 7 Diploma in Executive Coaching and Leadership Mentoring and the Cambridge CELTA. He is also a frequent conference presenter, talking recently in the Czech Republic, Poland and the UK on issues of business communication and culture. Ben has previously worked with the University of Birmingham (UK), being responsible for development of case study materials, and Saint Petersburg State University (Russian Federation).

Ben specializes in intensive courses of two to five days and is particularly interested in communications (interpersonal and intercultural), coaching and leadership in diverse environments, real and virtual teams, and working in often ambiguous global contexts. He has recently delivered leadership, interpersonal and intercultural skills training in the UAE, Russia, China and Switzerland.

Professionally, Ben enjoys creating and devising courses to meet the differing needs of participants and seeing his trainees and coaches find unique paths to success through training and coaching.

Testimonials:

“Benjamin has always proven himself to be a focused, hard-working and friendly colleague whose dedication to getting the best out of his clients has allowed him to stand out in a group of trainers known for their abilities and hard work. Constantly engaged in his own professional development, he couples his dedication to the needs of his participants with a principled and highly-ethical political belief in fairness and equality”

“Clearly your interesting methodologies went down a storm”

“I would like to thank you for the excellent presentation on Finance and Stock Market. It was very professional, clear and informative. I also enjoyed your teaching style, demonstrated in a logically structured, a well thought through and engaging session, which made it enjoyable even for people who are not experts in the complex area of finance. I am looking forward to more of your sessions in the future”

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.