

# HR OPERATIONS MASTERCLASS

▶ **Date & Venue:**

16th February 2017 Royal Palm Golf Club Lahore  
17th February 2017 Marriott Hotel Karachi  
22nd February 2017 Grand Regency Hotel Islamabad

▶ **Course Fees:** 18,500/=

▶ **Course Facilitator:**

**Dr. Pir Syed Ijlal Haider**



## Course Overview

To deliver more value, the human resources function needs to spend more time accelerating operational improvement and less time on its traditional administrative and compliance activities. The impact of human resources is now being measured by what it delivers, not simply by what it does. The success of HR relies on being able to prove impact over activity. A busy HR department does not equal an effective one.

- ▶ This programme strips back some assumptions about the effectiveness of HR and addresses some myths. This one-day programme addresses four questions about HR Operations Management:
- ▶ What are the characteristics of Effective HR Operations Management?
- ▶ How to measure the effectiveness of HR Operations?
- ▶ What HR processes are essential to this success?
- ▶ How can these processes be developed to maximize HR operations' efficiency and performance?

## This course is designed for:

- ▶ HR function staff (especially line managers) who require improving and building upon their competencies in up-to-the-minute HR developments and procedures designed to improve HR Operations performance.
- ▶ Non-HR operational supervisors or managers who require developing a greater understanding of HR in order to aid departmental performance and to further their personal management competence.

## Course Contents

- The scope of HR Function in the 21st Century. Role of HR Operations in Organizational Development and Transformation.
- Operational Vs Strategic HR Management.
- How HR Operations improve value, quality and flexibility of an HR Function?
- An evaluation of essential HR Procedures and their meaningful application.
- Recruitment, Selection and Retention
- Role evaluation and appraisals
- Performance Management
- Learning and Development
- Compensation and Benefits
- Organizational Influences and practices
- Coaching and mentoring for developing successors
- HR Operations Health Check and Evaluation Mapping
- Identification of KPIs to evaluate HR Operations' Performance of each HR section
  - Yield Ratios
  - Employee Turnover Ratio
  - Learning Index
  - Learning Penetration
  - Compa Ratio
  - Quality Assurance to avoid errors

Lift HR Services up!

## Program Benefits:

- At the end of the course, participants will be better able to: Work with their insights into where greater impact can be achieved.
- Review and change processes that are not helping HR or the rest of the organization to deliver against business objectives.
- Describe the critical alignment between business direction and HR activities.
- Work with line managers to ensure effectiveness of employees including aspects of development and succession.
- Describe how performance management processes, including talent development, can be used to improve individual and organizational effectiveness.

Course Trainer:

## Dr. Pir Syed Ijlal Haider

CEO/Director Training & Consultancy | Zigrion 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 as well 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 Institute 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





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.

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

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

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

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

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