

# INTERVIEWING SKILLS

FINDERS KEEPERS: HOW TO INTERVIEW AND HIRE WELL

Course Trainer:

Dr. Pir Syed Ijlal Haider



Date & Venue: | 10 January-2017 Movenpick Hotel Karachi  
11 January-2017 Royal Palm Lahore

Course Fees:  
PKR 18,000/-

## Program Objectives

This 1-day client-focused, tailored and practical workshop is designed to empower the participants accordingly by imparting essential knowledge, every day scenarios faced by executives playing a vital role, overall tools to help an executive achieve the assigned targets smoothly and effectively.

It is expected that by the end of the course, the participants would have an improved sense of handling coworkers through sharing of experiences, typical real-life service scenarios and challenges as faced by staff, and views of the other participants, the course facilitator.

# PROGRAM OUTLINE

Opening / Introductions

Icebreaker:

## 1. Pitfalls of Interviews

- Why interviews often go wrong?

## 2. Interview preparation: well began is half done Concepts:

- Structure Interview
- Behavioral event interview
- Situational interview

## 3. Interview Process Guidelines

- How to start, proceed and finish

## 4. PR aspects

- Sell well the position

## 5. Questioning the technique

- Art of the interview

## 6. Observation Skills

- Capture subtle message of voice and body language

## 7. Advanced methods and interview tricks

- What the gurus have to say?

## Who Should attend?

The course is an essential introductory course for anyone involved in and new to the recruitment and selection process or those with experience wanting to brush up their skills.

The course is an insight with tips and tricks to identify the best man/woman professionals for the job.

- Recruitment professionals
- Supervisors
- Managers,
- HR professionals
- Counselors

## Who will benefit from the course?

Our course will cover the practical skills needed to make recruitment interviews productive and focused. It will allow delegates to understand the stages of the recruitment process and how to conduct an effective interview so that they are able to attract the best candidates and choose the best person for the job.

Our courses allow all staff to benefit from enhanced interviewing skills. The types of delegate we have trained previously are:

- Directors and senior managers
- Sales and fundraising staff
- Local government employees
- Managers, department heads, team leaders and supervisors
- Technical and academic team members

## 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 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  | 28. Khubaib Foundation (Floatila Initiative) |
| 2. UNFAO   | 29. Cessd (AUS Aid)                          |
| 3. Nayatel   | 30. AKDN                                     |
| 4. Bahria Town   | 31. Kabul Bank                               |
| 5. UNIFAD  | 32. AKEPDP                                   |
| 6. Intercooperation                                      | 33. Sonraj                                   |
| 7. PPAF  | 34. Asia Care                                |
| 8. Khushhali Bank  | 35. Citi Bank                                |
| 9. United Bank Ltd                                       | 36. Pak Oman Micro Finance Bank Ltd          |
| 10. Habib Bank Ltd                                       | 37. Hubco                                    |
| 11. Air University                                       | 38. Byco Petroleum                           |
| 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)                            |  |



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 #

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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.