

MANAGER AS COACH AND LEADER

1 DAY MASTERCLASS

“A lot of people have gone further than they thought they could, because someone else thought they could.”

Zig Ziglar (Author, Coach, Speaker)

Date & Venue:

17th February 2017 Royal Palm Golf Club Lahore

24th February 2017 Marriott Hotel Karachi

27th February 2017 Grand Regency Hotel Islamabad

Timing: 9:00 am to 5:30 pm

Workshop Investment: PKR 18,500/-



Course Facilitator:

Dr. Syed Pir Ijlal Haider



Who Should Attend?

- Head of Departments
- Business Team Leaders
- General Managers
- Line Managers
- HR Managers
- Project Managers

► Course Overview:

High-performance coaching is about helping all people reach their full potential, in any area of their lives. For the manager as coach, this means working with people to improve their performance at work. High-performance coaching may also involve working with other people within your organization – collaborating with other managers and leaders to make the workplace a high-performance organization, one that helps everybody to perform at their best.

All managers need to have coaching skills as an essential component within their management toolkit. Managers who consistently coach have more effective teams, higher morale, and better bottom-line results. Organizations with a coaching culture create higher levels of staff retention, better customer service, and higher productivity.

► Key Learning Points:

- Initiate and inspire employees
- Coach and develop staff effectively
- Leveling down as a coachee first
- Meet & address team issues quickly
- Resolve individual and team conflicts professionally
- Delivering effective feedback towards excellence

The workshop also includes understanding and implementation of international management models like:

- GROW Model
- SKILL/WILL Matrix
- GIBBS Cycle
- Feedback Matrix

Course Content:

Coaching from Coachee's Perspective – Where the table turns

- Evaluate the industry worth
- Coaching by the coachee
- Importance of 360 coaching

Executing Gibbs Cycle – A perfect way to resolve grass root conflicts:

- Describing the whole scenario
- Drawing the evaluation towards conclusion
- Coming into action to execute

Understanding GROW Model – An Ideal fashion to grow your coachee:

- Importance of Executive & Team Coaching
- Utilization of GROW Model
- Best practices of Coaching in our corporate sector

Using Constructive Feedback – For constant boost and motivation:

- Negative & Positive
- Expected v/s Unexpected
- Praise & Reprimand

Applying SKIL/WILL Matrix – Connecting both the parties:

- About the tool
- Utilization of Matrix
- Work Distribution

Methodology:

- Audio/Visual Aid
- Team Exercises
- Brain Storming sessions
- Role Plays
- Case Studies

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:

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| 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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