

# MANAGER AS COACH

“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:

26 July 2016 Movenpick Hotel Karachi

27 July 2016 Royal Palm Lahore

Timing: 9:00 am to 5:30 pm

Workshop Investment: 12,500/- Exclusive of GST



#### Who Should Attend?

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



Course Facilitator:

**Faizan Ahmad**

Motivational Facilitator & OD Consultant

Carrying more than 14 years of enriched corporate exposure, Faizan Ahmad holds a diversified working experience in sales, services, telecom & banking industry. As a professional learner he is proud to earn 8+ years of broad scope training experience of thousands of individuals encompassing designing, formulating

and delivering customized training modules for multinational companies.

He has a core belief to 'Transform' people! A Trainer by profession & a learner by passion he knows how to win it. His sessions are interactive & full of energy with learning at every step. His enthusiasm adds determination to his interactive training techniques. Being witty and considerate he quickly adapts to the participants and eliminates barriers, maximizing effective impact.

## ► 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 Facilitator:

## FAIZAN AHMAD

Motivational Facilitator & OD Consultant

Carrying more than **14 years** of enriched corporate exposure, Faizan Ahmad holds a diversified working experience in sales, services, telecom & banking industry. As a professional learner he is proud to earn **8+ years** of broad scope training experience of thousands of individuals encompassing designing, formulating and delivering customized training modules for multinational companies having qualifications of:

**Post Graduate** in Social Sciences

**Certified Presenter & Business Leader** from Dale Carnegie Training

**Certified Trainer** from School of Leadership

**Certified Call Center Professional** from Catcos, Inc.

**Certified** from Life Office Management Association (LOMA)

**Certified Effective Manager** from Management Association of Pakistan (MAP)

He has a core belief to 'Transform' people! A Trainer by profession & a learner by passion he knows how to win it. His sessions are interactive & full of energy with learning at every step. His enthusiasm adds determination to his interactive training techniques. Being witty and considerate he quickly adapts to the participants and eliminates barriers, maximizing effective impact.

He also carries an in depth interactive training & learning experience with the emerging youth of leading educational institutions like SZABIST, MAJU, Hamdard University & Karachi University. Faizan Ahmad is a trainer of today; with full zeal carrying innovative thoughts and is currently engaged in serving the training world.



He has trained and facilitated 4,500+ users from the following blue-chip entities including the topics:

<b>Glaxo Smith Kline</b>	– Selling Skills
<b>Novartis</b>	– Team Building
<b>PTCL</b>	– Customer Services, Call Handling & Tele Sales
<b>Ufone</b>	– Customer Services, Call Handling & Tele Sales
<b>Jubilee Life Insurance</b>	– Selling Skills
<b>First Micro Finance Bank</b>	– Problem Solving & Decision Making
<b>Indus Motors</b>	– Selling Skills
<b>TPL Trakker</b>	– Customer Services
<b>UPS</b>	– Customer Services
<b>Muslim Commercial Bank</b>	– Managerial Skills
<b>Faysal Bank</b>	– Selling Skills
<b>Habib Bank Limited</b>	– Managerial Skills & Office Management
<b>United Bank Limited</b>	– Call Handling & Tele Sales
<b>Aman Foundation</b>	– Communication Skills
<b>Dream World</b>	– Team Building
<b>Trillium-Pakistan</b>	– Delegation Skills
<b>Engro Foods</b>	– Team Building
<b>Food Panda</b>	– Communication Skills
<b>Pakistan Petroleum Limited (PPL)</b>	– Personal Effectiveness & Conflict Management
<b>Lotte Chemicals</b>	– Personal Effectiveness
<b>Pakistan State Oil (PSO)</b>	– Problem Solving & Decision Making
<b>K-Electric (KE)</b>	– Supervisory Skills
<b>Bank Alfalah</b>	– Team Work



## Testimonials:

"Sky is the limit for Faizan, as trainer his creativity and passion to serve speaks for himself. Wishing Faizan all the best in his career".

- Farhat Rabia, Regional Manager Quality Assurance & Training, Mobilink – An Orascom Telecom Company

"Faizan is a multi-skilled, wise and highly motivated individual with good interpersonal skills. He is a person who can take on even the most challenging tasks. He always takes care of his job, works hard and really enjoys team working. I wish him all the luck for his future endeavors."

- Shujaul Haq, Human Resource Advisor, United Energy Pakistan.

"Faizan is a mature, highly energetic & hardworking professional. He is creative and loves to work in healthy environment with industrious people".

- Haris Tabassum, Senior Manager, Learning & Development, TCS.



