



People's Champion

2 Days
Duration

Date & Venue:

5 - 6 January-2017 Movenpick Hotel Karachi

12-13 January-2017 Royal Palm Lahore

Timings: 9:00 am to 5:30 pm

Course Fees: 35,000 /

Course Facilitator: Dr. Syed Pir Ijlal

► Course Introduction

Effective people skills open doors for better understanding and stronger support among people in the workplace and around you in all walks of life. Your success, fulfillment and happiness depend on your ability to relate effectively. In this world of high technology, you must never sacrifice the high touch necessity for warm and rewarding relationships.

► Course Objectives

Upon completion of this workshop, participants will be able to; Gain insight into your personality and how it will impact your relationships with others. Relate to others effectively, especially difficult people or customers. Use effective communication and motivational skills to get the best out of people. Use interpersonal skills to improve inter and intra departmental working relationships for organizational excellence

Target Audience

Everyone and Any one who wants to succeed in both professional and personal life.

Course Agenda

Day 1:

Opening / Introductions
Icebreaker:

Introduction & Context (9:00 – 9:30)

- Brief introduction of the course along with context to the organization and its need and advantage.

2. Making the First Impression(9:30 – 10:30)

- Dressing and Hygiene
- Eye Contact
- Handshake
- Introductions
- Non-verbal orientation / Body Language
- Rule of Twelve
- Tone of Voice
- Six 'S'

Tea Break (10:30 – 11:00)

3. Office / Workplace Etiquette and Norms (11:00 – 13:00)

- Meeting and Greeting
- Remembering Names
- Going Through Doors
- Cubical Mannerism
- Respect for Shared spaces
- Conflict in the Workplace
- Benefits of being Culturally Sensitive
- Respecting Physical Differences
- 3 "Bs" of Work place

Lunch Break (13:00 – 14:00)

4. Etiquettes for Colleague Interaction (14:00 – 17:00)

- Telephone Etiquette
- Email / Correspondence
- Meetings
- One on One Interaction
- Handling conflicts at the work place
- Internal customer services
- Gifts

Day 2:

5. Social Skills / Etiquettes (9:00 – 10:30)

- Business Entertaining
- Power breakfasts / Lunch / Dinner
- Paying the Tab
- Basic Table Manners
- The Formal Dinner Table Setting

Tea Break (10:30 – 11:00)

6. Presentation Skills (11:00 – 13:00)

- Idea Generation
- Preparation
- Delivery
- Q & A / Feed Back
- Making Presentations with Confidence

7. Communication & negotiation Skills

- Importance of communication between teams and what happens when we have communication breakdowns
- Activity: Egg parcel/Negotiation Skills (the activity highlights the importance of keeping channels of communication open.)
- Importance of teams and how they function
- Conflict within teams
- How to overcome conflict

Lunch Break (13:00 – 14:00)

8. Time Management (14:00 – 17:00)

- Why is Time Management Important?
- Goals, Priorities, and Planning
- TO DO Lists
- Desks, paperwork, telephones
- Scheduling Yourself
- Delegation
- Meetings
- Technology
- General Advice

9. Stress management

- What is Stress
- Effects
- Dealing with Stress
- Your Stress Management Plan
- Question/Answer

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 #
register@quickbizgroup.com

Quickbiz Group Office No. 403 Tahir Plaza, Sultan Ahmed Road, Block # 7 & 8
JCHS, Karachi. Contact: 021-34209142 Mobile: +92-343-2508186,
+92-300-8294943 www.quickbizgroup.com



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.