

PROBLEM SOLVING & DECISION MAKING

The significant problems we face cannot be solved at the same level of thinking we were at when we created them. - Albert Einstein

Date & Venue:

21 July 2016 Movenpick Hotel Karachi

28 July 2016 Royal Palm Golf Club Lahore

Workshop Investment: 12,500/- Exclusive of GST



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)

Course Overview:

Problems usually make themselves well known. Solutions, on the other hand, can be much harder to find. Sometimes it becomes a challenge to identify the best way to deal with problems. This session gives you the tools you need to avoid these issues and solve your problems thoroughly and completely, first time around.

Decision making is an essential leadership skill. If you can learn how to make timely, well-considered decisions, then you can lead your team to well-deserved success. In this session we will help you to make the best decisions possible with the best information available. This one day workshop on Problem Solving & Decision Making will increase your ability to make it quickly and efficiently.



Course Content:

Success to Win-Win Solution:

- How win-win solution works.
- How to prepare for win-win solutions.
- How to negotiate a win-win solution.

Applying FISH:

- The Importance of the Big Picture
- Cause & Effect Model
- Cause & Effect Analysis

Resolve with Assertiveness:

- Building your strengths
- Boost Assertiveness – Build Confidence
- Lead your team effectively

Colored Brains:

- Breaking Comfort Zone
- Paradigm Shifting
- Towards Execution

Decisions in Situations:

- Acceptance
- Brain Storming
- Execution!

Methodology:

- Audio/Visual Aid
- Team Presentations
- Brain Storming Sessions
- Role Plays
- Scenario Studies



Looking for the following benefits?

- Are you capable to solve complex problems?
- Are you a real team player?
- Do you really have what it takes to get and done?
- Are you confident about your decisions?
- Are you ready to step out of the comfort zone?

Course Facilitator:

FAIZAN AHMAD

Motivational Facilitator & OD Consultant

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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:

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

"This man is a complete package. Energy, motivation, knowledge, you name it! I can assure that during his workshops Faizan will keep you connected by interacting and raising your energy level. I wish him all the best in his future endeavors."
-Major (Retd) Tariq Hassan, General Manager, Human Resource, Trillium-Pakistan

"He is not only a loyal and self-motivated Trainer but also an inspiring personality. Faizan Ahmad is a customer focused, excellent and detail oriented perfectionist - his ideas, skills, creativity and understanding of change requests made the project a dream. Open minded, experienced, precise and dedicated co-worker, his knowledge is vast and thorough. He shows all the time a strong determination to fulfill his goals, while being honest to others."
-Kamran Zamurrad, Senior Manager, Training & Development, PTCL.

