

TIME, STRESS MANAGEMENT AND MANAGING DIFFICULT STAFF SITUATIONS



**MOST DEMANDING
1 DAY COURSE
COVERING 4 TOPICS**

Course Overview:-

This one-day course looks at the causes of time, anger and stress management difficulties and offers concrete and practical solutions. By managing their time more effectively, participants will be able to make a greater contribution to your organisation's goals – they will be more effective at work but will still be able to achieve a sensible work / life balance.

Distressing, inappropriate and often violent expressions of frustration, anger and rage are on the increase in all areas of public and private life causing ill-health, stress, misery and sometimes even injury and death.

The best way to help yourself and others is to understand the causes, triggers and behavior patterns of anger, and to learn effective techniques for diffusing and coping with aggressive situations. In fact, it's not a training course – it's an Attitude Day Spa!

Who should attend?

Anyone who feels they could make better use of the time available to them and achieve more in less time, especially people affected by stress and/or change, people who are battling to meet deadlines, to plan and priorities their day, or who seem to always be performing under pressure from others.

Course Objectives:-

At the end of this course, the participants should be able to:-

- Have a clear understanding of stress and what causes it
- Be able to highly effective personal strategies, plans and techniques to deal with stress
- Gain a clearer picture of their priorities, both in work and outside
- Learn how to link their short, medium and long-term goals
- Be able to manage and control interruptions and behave more assertively
- Make an informed choice about the best diary system for them and be able to apply simple, practical principles of diary management
- Make better use of their time by making fewer lists but doing more of the things on them!

Methodology:-

- Presentation
- Exercises
- Case studies
- Discussions

Course Outline:-

1. Introduction: Understanding Time and Stress Problems

- Personal Inventory & Objective-Setting
- How the modern business environment affects how we work
- "Too much to do and too little time"
- Examining the real causes of time management problems
- Choices and responsibilities

2. Stress Management

- Understanding Stress
- Identifying Stressors
- Identifying your stress reactions and coping mechanisms
- Coping with and adapting to change; risk taking & stress
- Model for handling stress
- Stress Management Techniques

3. Planning and Proactivity

- Identifying your priorities – personal and work related
- Understanding Motivation and barriers to motivation
- Reducing self-limiting thinking
- Setting realistic goals – long, medium and short-term
- Becoming more pro-active
- Reducing procrastination

4. Time Management – Becoming more Organized

- Time Management Principles
- Time-Waster's Questionnaire
- Identifying and eliminating time wasters
- How to Prioritize and Plan daily

- Practical Prioritizing exercises
- Distinguishing between "Urgent" and "Important"
- Setting daily objectives and sticking to your plan
- Using a daily planner / diary system
- Techniques for managing time more efficiently
- Reducing time-wasting in meetings
- Managing other people's impact on your time
- Achieving more each day
- Creating balance between work and personal life

5. Saying "No"

- Eliminating non-essentials from your day
- Establishing when to say "No"
- How to refuse demands appropriately
- How to Delegate effectively
- When and how to relinquish control

6. Anger Management

- How our society creates angry people
- The reasons for the rise in angry incidents in hospitals, health centers, on the road, in the classroom, in the office and in the home
- What happens when we get angry – how anger affects our bodies, our health and our minds
- The difference between healthy and destructive anger
- Moving your mind and body into an appropriate state of relaxed alertness
- How to use non-verbal body language to lower the emotional temperature in a situation and build rapport
- Three invaluable techniques for disarming criticism

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

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.



HR OPERATIONS MASTERCLASS WORKSHOP BY QUICKBIZ ON 16 FEBRUARY 2017 AT ROYAL PALM LAHORE

HR OPERATIONS MASTERCLASS
Workshop By Quickbiz On 17 February 2017 At Movenpick Hotel Karachi

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.

Workshop Investment:

PKR 19,000/-

Date & Venue:

19th December 2017

Falettis Hotel Lahore

26th December 2017

Movenpick Hotel Karachi

Timings: 9:00 - 5:30

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.