

TIME, STRESS, ANGER MANAGEMENT AND HANDLING DIFFICULT PEOPLES

**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

Learning Outcomes

1. Outline the communication process and where breakdown process most often occurs
2. Suggest tactics to use before the problems actually occur
3. Offer a five step process to deal with conflicts
4. Provide steps for building and maintaining a positive attitude

Course Facilitator: (Karachi)

Naila Imran Sidat is a graduate of Institute of Business Administration (Karachi) 2001. She has been a part of the brand management team at Clover Pakistan Limited- a group subsidiary of the Lakson Group of Companies. Her passion for teaching made her launch her academic career with various leading management sciences universities of Pakistan including IBA, SZABIST, PAF-KIET, Greenwich, Lecole and Iqra University, to name a few with whom she is attached as a visiting faculty.

Her professional experience has been with Clover Pakistan, a group company of Lakson Group where she was the part of the brand management team. She has also been associated with assessment development for various banking exams.

She has trained various candidates and students in Communication Skills, Creative writing skills, Interview and Presentation skills, Train the Trainer ,Team leadership, Office Procedures, Office Administrative Skills and Responsibilities, Negotiation Skills, Interpersonal skills, Excellence in Customer Service, Front Staff Training etc.

Naila Imran Sidat

Her courses are designed to be highly interactive by conducting group discussions to share knowledge & experiences, contain hands-on individual & group exercises, motivational videos and brain-teaser questions from time to time. The session provides individuals the opportunity to work with each other in form of groups thus helping them understand how to work with new people and yet get the task completed. The sessions are designed such that by the end of the day's session, each participant has at least once presented in front of the group thus helping those with public speaking freight to overcome their fear and others to have a chance to improve upon their skill.

At the end of the session the participants gain an in depth understanding of different concepts, have used various tools & techniques that can be practically used in office and have an effective support material to refer to for future use. Also the participants have an opportunity to develop social networking thus giving them a life time opportunity to increase their professional circle.

TESTIMONIALS

She had good grip on the topic PPL Accountant

She introduce more activities and situation based team exercise for coping stress
Assistant Manager Meezan Bank

Instructor good with their presentation and command over it
Manager Feroze Textile

Facilitator done good efforts
Asst. Engineer Inspectest pvt ltd

She is very good communicator and update with the today's topics
Officer Allied Bank Ltd



Time and Stress Management

Workshop by Quickbiz On 30, October 2014 Mövenpick Hotel Karachi



Time, Stress & Anger Management

Workshop by Quickbiz on June 10, 2015 Mövenpick Hotel Karachi

Course Facilitator: (Lahore)

Mrs. Natasha Shoaib is a young and passionate International Certified Professional Trainer (UK)(IAPPD)(ICBC), bringing along rich & diverse experience blended with academia, research and industry. Her extensive international exposure adds a new perspective to coaching and training in Pakistan. Natasha originally born and brought up in DOHA (QATAR) she belongs to a reputed military family in Pakistan. Mrs. Natasha Shoaib leads two main divisions and offers courses in HR as she is specialized and certified HR expert and 2nd is Interpersonal Skills which include Body language expertise following are courses offers by Natasha: Bearing a rich educational and professional development background in shape of her engineering in Computer Sciences and further MS in HR & FINANCE. She is MBA from UCP Lahore. She did numerous certifications in interpersonal skills, HR managers capacity building, Branding, Communication, Body Language, Talent Leadership. Time and Stress Management both nationally and internationally. She is a vibrant and energetic SENIOR BUSINESS ANALYST at National Engineering Services Pakistan (NESPAK) on permanent position.

Natasha Awan

CPT, CBLE, CHRE (IAPPD-UK)(ICBC)
CEO ICBC, Snr BA, Seasoned Writer

Bearing vast experience in corporate world she brings along expertise in two main divisions HR and INTERPERSONAL SKILLS. Her Professional Work and Training Career made her work with culturally diverse audience. She has conducted In house and Corporate training in various institutes of Pakistan on topics ranging from Business Administration and Management, Business Growth Monitors, Value Analysis Via Selling and Marketing, Corporate Governance, HR Development, The Balanced Score Card, Leadership Skills ,HR and Labor Laws in Pakistan , Creative Communication Skills ,BODY LANGUAGE , Time Management and Stress Management, Value business Selling, Advance managerial skills ,Brand innovation, Strategic Business Growth to Earth Sciences for competitive studies CSS to Corporate Ethics. Natasha has worked on various projects which includes World Bank funded International and National projects. As an author, her first publication was Research and Development Paper "Virtual Instruments In lab View" published in IEEE in 2002 to Two books Earth Sciences and Corporate Four Star Generals in manuscript form today.

What Natasha Offers?

Mrs. Natasha Shoaib leads two main divisions and offers courses in HR as she is specialized and certified HR expert and 2nd is Interpersonal Skills which include Body language expertise following are courses offers by Natasha:

- Effective Employee Engagement & Retention Plan
- Conflict Resolution in HR Functioning
- HR Stress Control with Effective Time Management
- Train the Trainer
- Developing Training Need Analysis
- Why do Performance Appraisal Fails?

Workshop Investment:
PKR 15,500/-

Date & Venue:
3rd January-2017
Movenpick Hotel Karachi

4th January-2017
Royal Palm Golf Club Lahore

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 #

register@quickbizgroup.com



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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.