

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

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

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.

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 Movenpick Hotel Karachi



Time, Stress & Anger Management

Workshop by Quickbiz on June 10, 2015 Movenpick Hotel Karachi



Course Facilitator: (Lahore)

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



SELLING THROUGH CUSTOMER SERVICE WORKSHOP BY QUICKBIZ ON 30TH SEPTEMBER ROYAL PALM GOLF CLUB LAHORE



Workshop Investment:
PKR 18,500/-

Date & Venue:
2nd March-2017
Marriott Hotel Karachi

14th March-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.