



# High Impact Train the Trainer Masterclass

## Program Objectives

This 1-day client-focused, tailored and practical workshop is designed to empower the participants accordingly by imparting essential knowledge, every day scenarios faced by executives playing a vital role, overall tools to help an executive achieve the assigned targets smoothly and effectively.

It is expected that by the end of the course, the participants would have an improved sense of handling trainings, trainees and higher cultural sensitivity skills gained through sharing of experiences, skills and exercises, typical real-life service scenarios and challenges as faced by staff, and views of the other participants, the course facilitator

## Date & Venue:

13th February 2017  
Royal Palm Lahore

20 February 2017  
Marriott Hotel Karachi

28 February 2017  
Grand Regency Hotel Islamabad

Course Fees: 18,500/=

## Course Benefits:

After this program, you will be able to:

- Describe the training cycle.
- Identify and determine the need for training—what, who, and how.
- Write effective learning objectives.
- Design participant-oriented learning materials and exercises.
- Use training activities and alternatives to lecture, strategize for different learning needs, and create effective questioning techniques.
- Prepare properly for a training session, and prepare participants to foster learning.
- Manage and encourage participants of all backgrounds and learning styles
- Address challenging participants and behaviors.

## Methodology:

- Presentation
- Exercises
- Case studies
- Discussions

## Program Outline:

- Opening / Introductions
- Icebreaker:
- Overview of the workshop
- Conducting trainings based on adult learning principles
- Applying adult learning principles to past experiences
- Training related strengths and Resources and personal training goals
- Conducting trainings that utilize basic facilitation skills
- Four types of facilitation skills
- Using observing skills
- Using listening skills through Active Listening Behaviors
- Using Questioning Skills & Handling answers to questions
- Handling problematic situations
- Implementing strategies for handling problem situations
- Practice training

## Who should attend?

This program is ideal for new trainers or experienced trainers who have not had formal education in training. It is also for those trainers who need a refresher to improve their classroom techniques and methods to transfer learning to work situations.

## Course Trainer:

### Dr. Pir Syed Ijlal Haider

CEO/Director Training & Consultancy | Zigrion 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 team-work 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

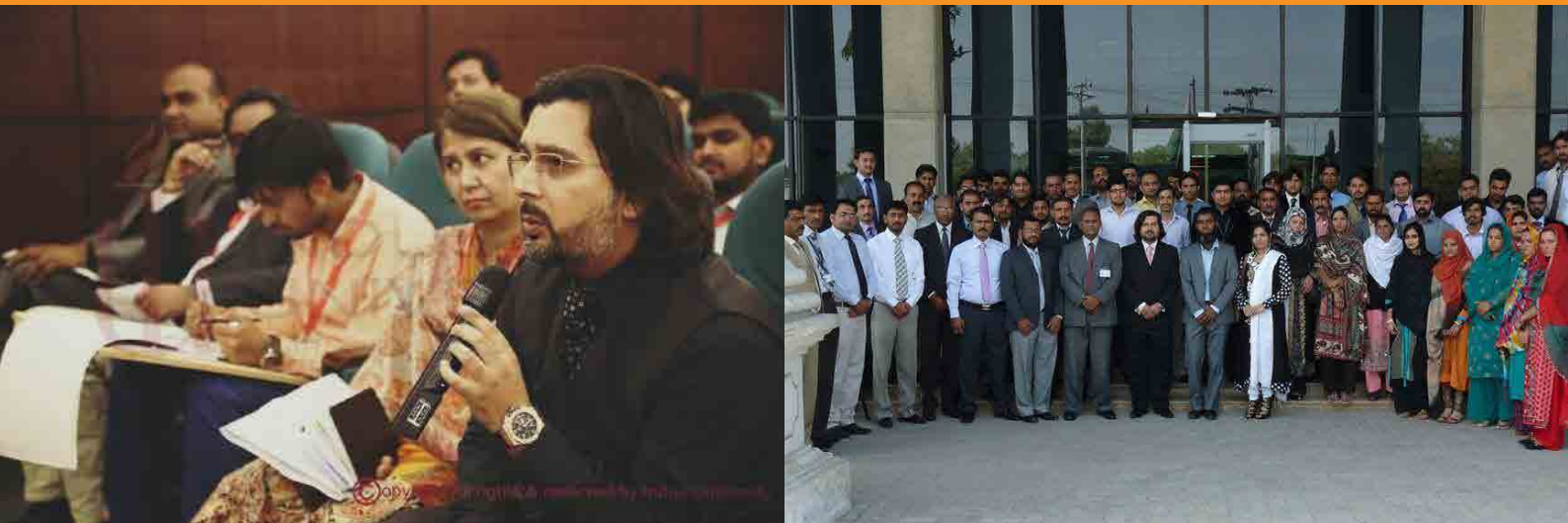
## Some of the clients served are as follows:

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

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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](mailto: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.