



Business through Emotional Intelligence

Use 'EI' Tools to Improve Your Team's Business Performance

Course Facilitator **Hassan B. Rizwan**

Key Benefits

- ✓ **Have** an enhanced knowledge of 'Psychology of Emotions'
- ✓ **Better** identify your own behavior
- ✓ **Discover** how your behavior has an impact on your team's business performance
- ✓ **Understand** how people form their attitudes and how they change them
- ✓ **Use** the power of perception to communicate positive messages
- ✓ **Intervene** proactively to eliminate conflict-starters
- ✓ **Downplay** the sources of fear to feel and act more confident
- ✓ **Keep** teams motivated with higher energy levels than before

18 August 2008

Pearl Continental Hotel
Lahore

20 August 2008

Sheraton Hotel & Towers
Karachi

Timing:

9:00am to 5:00pm

Register Online www.octara.com

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“The program helped me identify and improve my personal emotional strengths as a manager”

Talat Rabia, VP, Head of Corporate Sales, UBL

Hassan Bin Rizwan is an entrepreneur, management consultant and conference leader with extensive professional experience in management consultancy and HR training both in the U.S. and Pakistan. For over six years, Hassan disseminated useful business knowledge to help organizations, both in the US and Pakistan, grow stronger through enhanced learning of their employees. He specializes in **organizational communication, sales training, and leadership development**. His vibrant personality combined with a unique blend of content and delivery makes the participant's experience both educating and entertaining.

Blending the business knowledge gained during his Masters in Business Studies with his background in **behavioral sciences**, Hassan is currently researching to explore new ways to develop a leadership model that suits the working culture and environment of South Asia and Middle East. He believes that 'importing' western behavioral models in our region is most likely to fall short of excellence in leadership development. He regularly attends courses and trainings both locally and abroad to enrich his own pool of knowledge and benefit his participant's experience.

Alongside being a workshop speaker, Hassan is also the Director of a fast-growing IT firm. Whereas, off the training floor, Hassan is a frequent contributor to local and international publications on a variety of topics related to personal development and customer-focused business strategies. Hassan's live radio programs both in the US and Pakistan were also very popular among the audience. He has also been featured in the live **BBC World** discussion program 'Talking Point' on several occasions.

Hassan B. Rizwan

Hassan Has Trained Participants from

Capital Drilling (Australia)
ABN AMRO
Coca Cola
Descon Engineering
EFU
Habib Bank Ltd.
KSB Pumps
Meezan Bank
Nestle
Orix Leasing Pakistan Ltd.
Habib Oil Mills
Pfizer Labs
Siemens Pakistan
SSGC
Thal Engineering
United Bank Limited
Warid ...

Workshop Theme

Often we are driven by our emotions and attitudes and not the rational mind. These attitudes if turned negative can have serious implications on our performance and our results. As a manager, you often have subordinates suffering from what experts call **“The Negative Energy Syndrome”**. Their negative attitude and emotions soon bring down the energy level of the entire team. Those are the times when you can best employ your knowledge of **Emotional Intelligence** to identify the causes of such attitude and help the employee identify the causes of those emotions and address them. A mere realignment of emotions can often bring monumental changes in one's attitude.

This program is designed to introduce you to the world of hidden emotions and undercover attitudes that affect our performance and the use of right tools to inspire a positive attitude in your team members.

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Course Outline

Uncovering human behavior

Perception, self-concept and pre-conceived notions
Perception-checking skills set
Impact of self-concept on performance

Video Learning » Perception And Its Effects On Performance

Understanding Emotional Intelligence

What is EI?
How EI can lead to higher performance and productivity?

Case Studies » How EI Improved Performance at Organizations?

Using EI to Control Emotions

Getting to know your emotional 'highs and lows'
Dealing with anger constructively
Channelizing emotional outbursts of enthusiasm

Role Play » Dealing with High Stress High Emotion Situations

Using EI to Motivate Others

The 'Roving Eye' of your team members
The right use of 'reinforcers'
Participation Vs. Involvement

Using EI to Provide Development Feedback

Feedback - the breakfast of champions
3 steps of development feedback

Role Play » Providing Feedback to Team Members for Improved Performance

Learning Features

Participants will achieve maximum benefit from this course through a well-designed sequence of:

- Individual and group exercises
- Relevant self-discovering questionnaire
- Team activities
- Best-practices sharing
- Story-telling
- Video-based activities

Who Must Attend

If you are a manager, supervisor or team leader who wants to learn the 'science' of emotions, ways to induce positive emotions in yourself and others and effect high performance of your team then this course is for you!

What The Statistics Say !!

If you allow negative emotions to sink in and translate into your behavior, not only does it bring down your performance but also has a negative impact on the effectiveness of your team members. STATISTICS SHOW THAT these negative emotions can cost your company in more ways than one:

- They hurt morale
- They lower your organization's productivity
- They waste your valuable time and energy
- They can even set the stage for possible lawsuits

“People will only ever do something to the best of their ability for one reason, and one reason alone, and that is because they want to”

David Taylor, The Naked Leader Experience



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Registration & Payment Options

- E-mail or Fax your nomination(s) to:
E-mail : register@octara.com
 : octara@gmail.com
Fax : 021-4520708, 021-4546639
- Send us your:
Name, Designation, Organization,
mailing address, phones, fax and e-mail
- Send your cheque in favour of
"Octara Private Limited" to:
Muhammad Imran Anwer
Octara Private Limited
2/E-37, Block-6, P.E.C.H.S., Karachi.
Tel: 021-4534261, 021-4536315,
Cell: 0321-2670041

To receive this flyer by e-mail drop us a line at
info@octara.com

Registration Note

Participation will be confirmed subject to receipt of payment.

Octara Cancellation Policy

Our Cancellation Policy is activated as soon as an invoice is received by the client. Due to any reason if the client is not able to attend the workshop/conference, they may inform Octara Sales/Finance department in writing within 48 hours of the receipt of the invoice. In case of no intimation from your organization we reserve the right to claim the invoiced amount. Cancellations made at least 10 working days prior to the course will be refunded in full. If a booking is cancelled 10 to 7 working days before a course, a Cancellation Fee of 25% of the course fee is payable. For cancellations made within 7 working days, no refunds can be given. Cancellations must be confirmed by letter, fax or email. Substitutions may be made at any time. Notwithstanding the above, delegates may transfer to another course to be run within 12 months.

Workshop Investment

(Per participant)

1 - 2 nominees

Rs. 9,500

Includes course material, Octara certificate, lunch, refreshments & business networking

10% Group Discount
on 3+ nominees



Training | Conferences | Events | Publications

Octara Private Limited is an independent enterprise and a Business Information Management company of the Tranzum Group

specializing in Corporate/Management Training & Workshops, Seminars & Conferences, Event Management & Publications. Octara has to its credit events such as the landmark 10th Management Convention MAP, the 10th General Meeting of the Asia Pacific CSD Group, Valuing the People Factor Conference, The Media & Marketing Festival just to name a few and numerous workshops and seminars with world-class speakers in Dubai, Karachi, Lahore and Islamabad.



Bring Business through Emotional Intelligence In-house!

Please contact Muhammad Arif at marif@octara.com or call at 0300-8275091 for further details

Logistics Partner



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