



Advanced Professional Skills for Executive Secretaries & PAs



Course Facilitator
Zaufyshan Haseeb
Managing Partner, Intek, UAE

21 May 2010, Sheraton Hotel & Towers, Karachi
24 May 2010, Royal Palm Golf & Country Club, Lahore
9:30 am to 5:00 pm

Course Overview:

Professional excellence in today's technology driven organizations requires quick, flexible responses from Executive Secretaries / PAs with a skilled human focus. The ability to empathize, anticipate, nurture, influence and communicate effectively can bring professional and personal success to them.

Key Benefits:

- Understand how the role of executive secretary and PA contributes to organizational success
- Plan & coordinate workflow and productivity
- Interact with people in ways which reinforce positive working relationships
- Manage personal emotions & stress
- Manage conflict, difficult situations and people with ease
- Contribute towards enhancing the existing performance management systems
- Learn to plan a career progression plan by eliminating the self created barriers
- Develop influencing and persuasive skills

Who Must Attend?

All administrative and support professionals, program and project assistants, HR coordinators, personal assistants and members of the secretarial corps who are working closely with supervisors and managers.

“I find changes in myself already, only action is required which I will implement right away”
Departmental Secretary, 3M Pakistan

“It was a superb workshop! It will actively change my professional as well as domestic life”
PS to Group Chief, Allied Bank Limited

Program Agenda

The Role within the Team

- Planning, Co-ordinating, Organizing, Leading Coaching, Introducing Change
- Handling work-load and work pressures by countering stress

Leadership

- Characteristics of effective leadership
- Style of leadership based on the situation, maturity and experience of the individual
- Discussion about types of leadership principles at work

Teamwork

- How and why teams work well together
- Phases of Team Development
- Team Building / Team maintenance skills

Goal Setting with the Team

- Key Responsibilities
- Performance standard
- Task allocation and follow-up

Performance Management

- Planning for Performance Review & Development
- Managing the discussion
- Working towards the future

Your Profile as a Manager and Team Leader

- How to build Your Profile
- Strategies for meeting and exceeding expectation
- Influencing Skills

Summary, Action, Plan, Evaluation

Methodology

- Active Participation by all group members
- Small group discussions
- Role play / Case study work
- Problem-solving real work issues
- Individual Action plan
- Comprehensive Reference materials to take away with you

For
Registration:

Tel: +92-21-34534261, +92-21-34536315, +92-21-34520093
Fax: 021-34520708, E-mail: register@octara.com | www.octara.com

Book your seat by
10 May, 2010 &
SAVE PKR 1500

Course Facilitator Zaufyshan Haseeb



"I consider such exercises very effective. The environment & the ambience created by Zaufyshan were great. It allowed all the participants to be very candid, open & provided everybody with a platform to be on equal footing (leave the organization levels back at the office)."
General Manager, Alserkal Group, Dubai, UAE

Zaufyshan, a gold medallist in M.Sc.-Behavioral Psychology and an extremely empathetic person, is dedicated to facilitate people in improving their lives. Zaufyshan had the opportunity of experiencing education in a diverse culture in Singapore, where she studied the method of "Imparting Education Without Stress" in young formative years.

She has extensive practical experience of the corporate world. Her prime areas are Stress Management, Strengthening Women in Management, Communication, Cross Cultural Trainings, Integrity, Self Development and OB. As per her belief, people sometimes limit their own progress by building barriers and self-defeating prophecies and she enjoys assisting them to successfully overcome them.

Her greatest strengths are in understanding the needs of participants and helping them to achieve their objectives.

Zaufyshan has trained participants from:



Workshop Investment

PKR **10,500/-** per participant
Book your seat by **10 May, 2010** and **SAVE PKR 1500**

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

Registration & Payment Options

- E-mail or Fax your nomination(s) to:
E-mail : register@octara.com
 : info@octara.com
Fax : 021-34520708, 021-34546639
- Send us your:
Name | Designation | Organization
Mailing Address | Phone | Fax and E-Mail
- Send your cheque in favor of "Octara Private Limited" to:
Muhammad Imran Anwer
Octara Private Limited
2/E-37, Block-6, P.E.C.H.S., Karachi.
Tel: 021-34534261, 021-34536315, Cell: 0321-2670041

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

To view reports on our past training workshops and events logon to www.octara.com

Registration Note

Participation will be confirmed subject to receipt of payment.

Octara Cancellation Policy

Our Cancellation Policy is activated as soon as the duly filled signed & stamped Octara Registration Form is received from the client. 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 6 months. The variance in the course fee will be invoiced or adjusted accordingly.

BRING Advanced Professional Skills for Executive Secretaries & PAs In-house

This workshop can be customized to suit specific needs of your organization at significant savings. Please contact Mohsin Rahim at mohsin.rahim@octara.com or call at 0321-2133409 for more details

Upcoming Programs Book your seat TODAY!

The Power of Positive Attitude

Baseer Sami

17 May 2010, Karachi
20 May 2010, Lahore

Time & Stress Management

Saadi Insha

19 May 2010, Karachi
21 May 2010, Lahore

Management Masterclass

Course I

Essential Skills

21 May 2010, Karachi
24 May 2010, Lahore

Course II

Creative Skills

22 May 2010, Karachi
25 May 2010, Lahore

Haseeb T. Hasan, UAE

Course I

Forecasting and Capacity Planning

June 2010, Karachi
June 2010, Lahore

Course II

Strategic Quality Management

June 2010, Karachi
June 2010, Lahore

Alan Power

Communication Masterclass

June 2010, Lahore
June 2010, Karachi

Jeremy Parson & Hassan B. Rizwan

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Logistics Partner



Strategic Partners



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