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presents

Building Organizational Loyalty

An exclusive combination of workshops to add a vital element of iron-clad loyalty to the team

Course I

Strategic Customer Services Management

Let the magic of loyalty work with your customers

18 March 2008, Sheraton Hotel & Towers, Karachi
7 April 2008, Pearl Continental Hotel, Lahore
Timing: 9:00 am to 5:00 pm

Course II

Essential Managerial Skills for Managers

Reinforce your strengths as a manager and maintain longstanding working relationships

19 March 2008, Sheraton Hotel & Towers, Karachi
8 April 2008, Pearl Continental Hotel, Lahore
Timing: 9:00 am to 5:00 pm

Create Unshakable Allegiance

Register Online www.octara.com

Tel: +92-21-4534261, +92-21-4536315, Cell: 0300-8275351, Fax: 021-4520708, 021-4546639, E-mail: register@octara.com

Building Organizational Loyalty

Concept

Octara & Ramiz Allawala, once again bring to you two of its ultimate successful courses combined under 'Building Organizational Loyalty': Strategic Customer Services Management & Essential Managerial Skills for Managers. These workshops are designed keeping the core objectives of a manager, who, first and foremost, is the service provider whose primary objective is to build loyalty. Pakistani managers face dual problems of ensuring customer loyalty and employee loyalty. Any business is bound to face serious problems if both loyalties do not get embedded simultaneously. This program looks at the common elements to build loyalty and then focuses on customer loyalty on Day I and employee loyalty on Day II. Ramiz has framed some miraculous techniques enabling managers to make dead ends meet and produce a longlasting impression in the customers mind and deal lucratively with any employee betrayal for the success of an organization.

By attending these courses Participants will be able to:

- Gain skills as a manager to handle difficult people and problems at work
- Find positive solutions to customer complaints and transform the most challenging customers into champions
- Learn the best psychological strategies to help keep any employee or customer from leaving you or betrayal through advanced techniques
- Understand how to successfully introduce and implement change and overcome barriers and resistance to change
- Create 'loyalty credit' in the minds of those employees engaged with you at work

Who Should Attend

- Managers
- Team Leaders
- Supervisors

Highly Recommended:

These programmes have been specifically designed for those managers responsible for groups of staff, as together they will enrich you with knowledge, techniques and key management skills one anxiously needs in order to secure commitment at both ends. Also, you will be able to obtain superior performance to understand the demands of your customers to handle them effectively & efficiently.

BRING

Course I:
Strategic Customer Services Management

Course II:
Essential Managerial Skills for Managers

In-house

These workshops can be customized to suit specific needs of your organization at significant savings!

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



Your course facilitator

Ramiz Allawala

Ramiz Allawala consults and trains widely on coaching, team - performance, and leadership for hyper-growth organizations. After running businesses in USA and Pakistan, he founded Gulfstone Training, which highly influenced new thoughts and approaches getting introduced to business training and changing managerial performance. Ramiz constantly mentors junior and senior business leaders in developing teams, business strategy, and responsive decision making to propel personal and organizational growth beyond imaginable levels. He offers instant feedback and assessment to his clients by using his unique 'Management-By-Coaching' model that stress the 3-MCs - Managing Culture (creating high Trust), Managing Change (challenging set-piece learning loops), and Managing Commitment (inclusion, assertion and cooperation).

Participants in Ramiz's courses are struck by his intellectual insights, articulation, and practical hands-on approaches that help managers create their own destiny. He pushes participants beyond their limits by exerting themselves and blurs the lines between performance, learning and enjoyment. His workshops are open, non-dogmatic, and participative where everyone gets challenged to offer differing views, ideas and strategies, since the main focus remains 'do-ability' rather than theory. Discussions always remain frank, focused, candid and clear.

Valued Clients

- | | |
|-----------------------|-----------------------|
| • Tapal Tea | • Habib Bank Limited |
| • NIB Bank | • Abbott Laboratories |
| • GlaxoSmithKline | • British Petroleum |
| • Engro Chemical Ltd. | • Mobilink |
| • ABN AMRO Bank | • U-FONE |
| • SECP | • The World Bank |
| • KAPCO | • Eli Lilly |
| • United Bank Limited | • Berger Paints |

Hear What Delegates Have Said About Ramiz's Previous Courses:

"Ramiz lives up to his reputation as being one of the best trainers in Pakistan. The session was simply amazing"
United Bank Limited

"Instructor was inspiring and energizing"
Citibank, N.A.

"I was keen for Ramiz to lead the programme for our employees because I was sure he was the right person to engage the group and to provoke a traditionally conservative (but very intelligent) bunch of people to share their views and think about alternatives to the norm."
Eli Lilly

Course I

Strategic Customer Services Management

18 March 2008, Sheraton Hotel & Towers, Karachi

7 April 2008, Pearl Continental Hotel, Lahore

Overview

Service Management reflects how we listen, focus and respond to our clients. Enriching customers' lives and eventually gaining customer loyalty reflects the main theme of this course. Service management for the 21st century has changed from managers giving orders while they take a back seat to watch if their team has done what they have asked them to do, as compared to today's service where managers guide their team by getting out of their chairs and working alongside with their team.

When dealing with customers you are your organization's ambassador and the quality of service you deliver will be remembered. The impression you give will be communicated to friends and colleagues. However, if the service you gave was below expectations, the potential damage to your organization is immeasurable. To build and maintain a strong base of longstanding customers, companies must provide exceptional service at every point of interaction.

This program uses 6 (six) games and activities over an 8-hour period (1-day) to get real commitment from participants to buy into their organization's vision of customer care and service

Course Content

The content consists of 6 activity based modules

- ▶ What defines perfect service?
- ▶ What do you see as the "coffee stain" in your organization?
- ▶ Through the eyes of the customer, how do they see your service?
- ▶ How to handle customers (a process mapping overview)?
- ▶ What constitutes customer-friendly processes?
- ▶ What action planning do we need?

Co-ordinating Back Office People With Front Office People

- U Back office people will learn numerous ways to give support to the front office
- U How we can change our behavior towards the way we treat our customers
- U Know the difference between traditional customer service and hands on customer service
- U Know the importance of no-one left behind
- U Know how to encourage your team
- U Understand what turns off your customer & what gains a loyal customer

Know How = Knowledge and Accuracy
See How = Appearance and Courtesy
Do How = Pride and extra Effort

What is The Methodology?

Throughout the day participants will go over the basic service issues through a range of activities. The groups will break into cross functional teams and each team will find one area of service improvement and speculate on problem areas by looking through 6 different lenses.

- 
- Leadership
 - Interpersonal Communication
 - Empowerment
 - System Coordination
 - Motivation
 - Customer Loyalty

Course II

Essential Managerial Skills for Managers

19 March 2008, Sheraton Hotel & Towers, Karachi

8 April 2008, Pearl Continental Hotel, Lahore

Overview

This workshop delivers the supervisory fundamentals you need to know to achieve management success - delegating, communicating, conflict resolution, building employee loyalty, working with difficult people and more!

As a manager you will be required to effectively manage multiple tasks whilst still maintaining the performance of both yourself and your team.

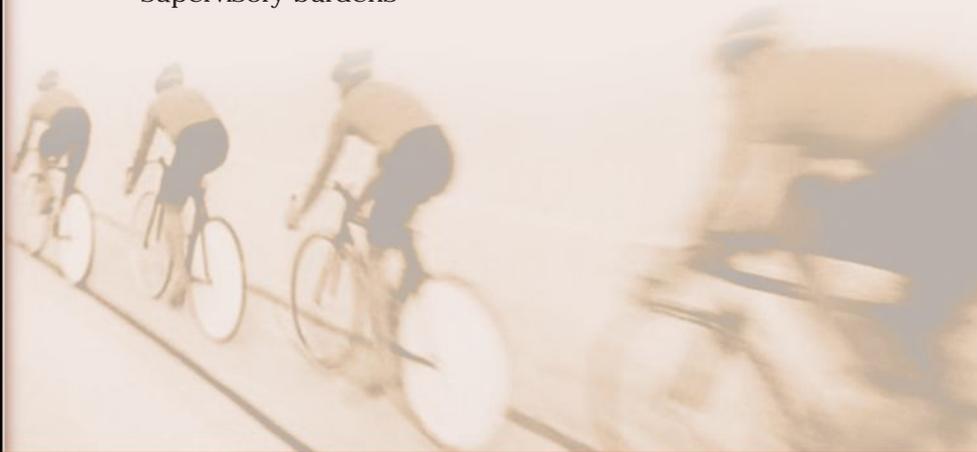
By attending Essential Managerial Skills for Managers, you will learn how to effectively integrate excellent planning and organizational skills with core management techniques including communication, motivation, delegation and coaching.

You will also identify areas which need improvement and you will leave this course with a comprehensive set of management tools that you can implement directly into your daily working environment upon your return to your organization to boost worker productivity, enthusiasm, commitment and organizational loyalty.

This highly interactive workshop consists of open discussions, small group activities and reflective thinking exercises, blended with a high-powered presentation by the facilitator

Course Content

- ✓ Making the leap from the worker to supervisor
Taking charge, establishing authority and building social and professional relationships with bosses, co-workers and team members
- ✓ Why leadership is an essential ingredient of management
Developing and asserting leadership, and gaining commitment and cooperation from workers
- ✓ Indispensable everyday management skills
Delegation, coaching and team building while keeping track of employee progress
- ✓ How to make things happen----boosting worker productivity, enthusiasm and commitment to create organizational loyalty
Harnessing worker motivation, effective use of praise and getting work done
- ✓ Getting the job done right and on time-How to manage projects and priorities
Setting goals, project planning and managing multiple projects successfully
- ✓ Correcting problem behavior and poor performance
Performance evaluations, disciplining employees, overcoming tardiness and dismissing non-productive employees
- ✓ Controlling conflict in the workplace
Handling employee complaints & disagreements and protecting your position as a team leader
- ✓ Communication skills that make the difference
Delivering a message clearly, delivering positive criticism, overcoming manager - employee communication gap and leading successful meetings through effective presentations
- ✓ Supervisor manage thyself
Time management, keeping your cool, putting brakes on stress, building assertiveness, and bearing supervisory burdens



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Registration & Payment Options

- E-mail or Fax your nomination(s) to:
E-mail: register@octara.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 view reports on our past training workshops
and events log on to www.octara.com

Registration Note

Participation will be confirmed subject to receipt
of payment.

Cancellations

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 Octara course within the next 12 months.
In the event of unforeseen circumstances, Octara
reserves the right to cancel or postpone the event.

Logistics Partner



Official Carrier

airblue

Technology Partner



Partners



Culligan.

Strategic Partners



Workshop Investment (per course)

1 - 2 nominees **Rs. 9,900**

(Per participant)

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

10% Group Discount
on 3 or more participants

Special 15% Discount

If you register 3 or more participants
in each course

Up Coming Programs - Book your seat TODAY!

PowerTalk!

Saadi Insha

21 February 2008, Lahore
22 February 2008, Karachi

Effective Business Writing

Karen Allawala

12 March 2008, Karachi
14 March 2008, Lahore

Budgeting & Budget Control of the HR Function

Paul Walsh, UK

17-18 March 2008, Karachi
20-21 March 2008, Lahore

Creativity & Innovation for Business

Sandra Reeves, Singapore

24 March 2008, Karachi

Leading for Results

Saadi Insha

19 March 2008, Lahore
21 March 2008, Karachi

IT Leadership

Development Program

David McKean, UK

27 - 28 March 2008, Karachi

Strategic Marketing Management

Ian Ruskin Brown, UK

3 - 4 April 2008, Karachi

Sales Excellence & Sales Force Management

Haseeb T. Hasan

9 - 10 April 2008, Karachi

Effective Succession Planning

William J. Rothwell, Ph.D, USA

14-15 April 2008, Karachi
17-18 April 2008, Lahore

Six Thinking Hats®

Dr. Sunil Gupta, UAE

April 2008, KHI & LHE

*Octara reserves the right to change courses, dates,
content or method of presentation.