



Training | Conferences | Events | Publications

&



present

Course |

# Managing Difficult People Effectively

Learn to maintain a positive mindset  
as you deal with difficult people

7<sup>th</sup> August 2009, Sheraton Hotel & Towers, Karachi  
10<sup>th</sup> August 2009, Pearl Continental Hotel, Lahore  
Timing: 9:00 am to 5:00 pm

## Key Benefits:

- Learn to view difficult behavior as an opportunity to grow and understand.
- Seek more techniques to understand the attitudes of difficult people.
- Train yourself to be a good listener and be more focused.
- Understand your own strengths and weaknesses better to manage difficult people easily.
- Discover ways to communicate in a more positive manner.
- Ascertain ways to affirm difficult relationships at work.



**Zaufyshan Haseeb**

Managing Partner, Intek Solutions, UAE

●  
Gold medalist & Masters in Behavioral Psychology

●  
She has studied in Singapore the method of "Imparting Education without Stress"

Course ||

# Effective Office Management

Acquire all the skills needed to  
run a highly efficient office

8<sup>th</sup> August 2009, Sheraton Hotel & Towers, Karachi  
11<sup>th</sup> August 2009, Pearl Continental Hotel, Lahore  
Timing: 9:00 am to 5:00 pm

## Key Benefits:

- Comprehend the importance of understanding ● your crucial role as an office manager
- Acquire the keys to robust and effective organizational management ●
- Learn to get your desired outcomes through ● effective win/win communication
- Enhance your ●
- Comprehend ways to manage difficult people, ● situations and stress in a calm and effective manner.
- Learn to ● imple
- productive and efficient office environment ●

**Avail 15%  
Special  
Discount**

Register Online [www.octara.com](http://www.octara.com)

Tel: +92-21-4534261, +92-21-4536315, Cell: 0300-8275351

Fax: 021-4520708, 021-4546639, E-mail: [register@octara.com](mailto:register@octara.com)



## Course Facilitator

# Zaufyshan Haseeb, UAE

Educated in the area of Human Development & Behavioral Psychology, she achieved her distinction in MSc in 1986. A behavioral psychologist with extensive senior management experience in both, public and private health sectors, helps her to combine her practical knowledge of psychology and management to develop and present programs which meet the changing needs of businesses today.

She had the opportunity of experiencing education in a diverse culture of in Singapore, where she studied innovative method of “Imparting Education Without Stress” at all levels of education. She was also involved with psychological counseling for teenagers as well as the faculties of reputable institutions. This helped her in developing her inter-personal skills as well as work on her empathetical abilities. She feels pride in changing perspectives of the new generation.

Active participation in charity and humanitarian institutes gave her an edge towards public speaking and developing portfolio of actions for various countries. Her training portfolio has reputable NGOs. Apart from the administrative and project management responsibilities at Intek, she is the Editor of Intek’s self-developed Ezine with a vast readership. Being an entrepreneur herself, she prepares individuals towards risk taking, managing change & entrepreneurship. She is skilled in designing and implementing organizational and employee development programs.

The emphasis of her training is on self-assessment, thought provoking exercises and a better future direction through various visualization and training techniques. She takes keen interest in research and development of workshops, keeping in mind various organizational behavior and work habits of participants. Her conviction with regard to potential in every human being to excel beyond his imagination is very strong and forms the basis of her training. She evokes a positive self-response within individuals, so that they start believing in their own capabilities. It gives her immense pleasure to witness her audience’s paradigm shift during and after the workshops. Her mission in life is to assist individuals flourish and progress even during extreme stress and adverse circumstances and also be a source of positivity and inspiration for the community and colleagues around them.

## What delegates have said about Zaufyshan’s previous courses:

“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

“She used internal jargons very fluently. We never got the feeling that we are sitting in an alien environment and discussing just theories. I believe that there should be a series of sessions which will not only help us to get the true picture of our objective but also will provide the motivation and skill to transfer the same into our team mates.”  
Plant Manager, OLNK, Oman

“It was really valuable and provided me time to ponder over the skills that I lack to break the success barrier.”  
General Manager, Mobilink, Pakistan

“Each and every minute spent and each and every word delivered by the trainer was worth assimilating.”  
Sales Manager, Medical Publications, Greece

### BRING In-house

Course |: **Managing Difficult People Effectively**

Course |: **Effective Office Management**

These workshops 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.

## Participations from following organizations have attended Zaufyshan’s programs:



# Managing Difficult People Effectively

## Overview:

The objective of this workshop revolves around positively motivating team members to effectively deal with real life situations with regard to Conflict Management, Effective Communication, Interpersonal Skills, Best Team Practices, Emotional Intelligence, Listening Skills, etc. at their work places. Moreover, it is truly aimed at improving personal growth areas, which are essential to progress professionally.

This workshop has been developed to help participants gain confidence in their ability to confront issues and reach to positive solutions. After attending this highly skilled workshop, participants will not only learn proven techniques and strategies that reinforce teamwork, improve communication and reduce stress but will also learn how to deal with difficult people in difficult situations.

## Program Agenda:

### Understanding Perception in Communication and Interpersonal Skills:

#### Role of Perception in Communication

- Understand key behaviors and associated people traits
- Assess your communication style and the Psychology of communication
- Understanding the “Johari Window” in communication

#### Communication Differences in Cultures

- Patterns of Communication in a cross-cultural environment
- High & Low context cultures
- Communication failures between people from different cultures

#### Body Language/Non-Verbal Communication

- Positive & negative connotations of body language

#### Listening Skills

- How to improve listening
- What is Reflective Listening and how it helps resolve conflict?

### Dealing with Difficult Personalities:

- How to recognize 7 most difficult personality types and how to deal with each?
- Which category of difficult people do we fall into – “Self Assessment”.
- How to avoid a disagreement from escalating into an argument?
- The 9 steps of assertive communication
- The Sandwich Approach

### Conflict Management:

- Learn the difference between difficult situations and difficult people.
- How to assess conflict and identify win-win resolutions?
- Enhance your individual and team problem solving techniques.
- Maintain composure and professional language in “hot” situation

### Motivation:

- Motivating Self & Others
- Internal vs. external motivation
- Laws of Motivation
- Motivated vs. non-motivated performance

### Who Should Attend:

All Senior to Middle Level Managers, who face difficult situations and difficult people at their respective workplaces.

# Effective Office Management

## Overview:

In modern working environments, more and more secretaries and management assistants are encouraged to take on office management responsibilities. Whether it is purely taking over the day to day running of office activities or taking on a team of staff to help. This can be very challenging as not only will your workload increase but you will be required to use skills you have never used before. It is not uncommon to feel lost and unsupported in the office management role, everyone having high expectations of you and yet offering very little help and guidance. In addition, there is very little formal training out there for office managers and that is why we have designed this unique program in order to address this obvious gap.

This extremely intensive course will concentrate on providing you with all the skills & techniques required to run your office systems effectively.

## Program Agenda:

### Defining the role of an Office Manager:

- Understanding the core components of the office manager’s role
- Clarifying expectations

### Effective Communication – Written and Spoken:

- How to get your message across firmly and fairly
- Best practice communication model
- Effective business writing

### Prioritizing – How to Cram 24 Hours Into A Morning:

- How to prioritize in a way that works for you
- Identifying your personal “time stealers”
- The importance of effective delegation

### Managing Change- Gaining Commitment:

- How to introduce change painlessly
- Pre-empting and managing potential negative impact
- Learn to cope yourself

### Taking Control – Stick To Your Guns:

- Understanding and maximizing your personal strengths
- Harnessing the unique strengths of others

### Dealing With Difficult Situations – People & Emotions:

- Dealing with the organizational hierarchy
- How to handle emotions and feelings in a professional way
- Conflict resolution – a best practice approach

### Dealing with Pressure and Stress:

- Coping with difficult problems
- Dealing with crisis scenarios
- Practical breathing techniques
- How to handle your own stress

### Who Should Attend:

Office Administrators, Supervisors of Administrative staff, Executive Secretaries and Personal Assistants who need to improve effectiveness at work.

Course |

## Managing Difficult People Effectively

7<sup>th</sup> August 2009, Sheraton Hotel & Towers, Karachi  
10<sup>th</sup> August 2009, Pearl Continental Hotel, Lahore

Course ||

## Effective Office Management

8<sup>th</sup> August 2009, Sheraton Hotel & Towers, Karachi  
11<sup>th</sup> August 2009, Pearl Continental Hotel, Lahore

Workshop Investment (per course)

1 - 2 nominees **Rs. 9,500**

(Per participant)

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

**10% Group Discount**  
on 3 or more participants

**15% Special Discount**  
If you register 3 or more participants in each course

### 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, 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: 021-4534261, 021-4536315, Cell: 0321-2670041

To receive this flyer by e-mail drop us a line at [info@octara.com](mailto:info@octara.com)

To view reports on our past training workshops and events logon to [www.octara.com](http://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 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 48hours 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.

## Upcoming Programs Book your seat TODAY!



### Effective Decision Making

17 July 2009, Karachi  
Ramiz Allawala



### Aligning Budgeting with Strategy

16 - 17 July 2009, Karachi  
20 - 21 July 2009, Lahore  
Amer Qureshi



### The Excellent Manager

23 July 2009, Karachi  
25 July 2009, Lahore  
Baseer Sami



### Sales Masterclass

Course-I

### Sales Excellence

7 August 2009, Karachi  
10 August 2009, Lahore

Course-II

### Sales Force Management

8 August 2009, Karachi  
11 August 2009, Lahore  
Haseeb T. Hasan, UAE



### Careers 2.0

11 August 2009, Karachi



### The Champion Negotiator

August 2009, Karachi  
August 2009, Lahore  
Hassan B. Rizwan

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

Logistics Partner



Technology Partner



Strategic Partners



Partners

Hirelabs

HLB  
LEATHER

Culligan