

”Conflict is likely the single most challenging problem in today's workplaces.....”



Training | Conferences | Events | Publications



present

Managing Conflict & Stress at Work

Understand perception in communication to strengthen collaboration and develop unstoppable confidence!

Karachi: 19th December 2008

Lahore: 24th December 2008

Timing: 9:00 am to 5:30 pm

Key Benefits:

- ✓ Learn and develop specific strategies and interpersonal skills for quick resolution
- ✓ Understand interpersonal dynamics and prevent problematic situations
- ✓ How to build trust and demonstrate understanding with your colleagues
- ✓ Identify various levels of stress
- ✓ Learn to relax and increase productivity along with effectiveness
- ✓ How to use stress to your advantage
- ✓ Ways to increase your self-esteem and confidence amongst your team members



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”

Register Online www.octara.com

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E-mail: register@octara.com, octara@gmail.com



www.leaders-india.com



Octara - Strategic Marketing Partner to

Zaufyshan Haseeb



Your course facilitator

Zaufyshan Haseeb, 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 Secretarial Courses, Stress Management, Strengthening Women in Management, Communication, Cross Cultural Trainings, Integrity, Self Development and Organizational Behavior.

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.

What delegates have said about Zaufyshan's previous courses

"I consider such exercises very effective. The ambience created by Zaufyshan was great. It allowed all the participants to be very candid, open & provided everybody with a platform to be on equal footing"
General Manager, Alserkal Group, UAE

"I find changes in myself already, only action is required which I will implement right away"
Departmental Secretary, 3M Pakistan Pvt Ltd.

"She used internal jargons very fluently. We never got the feeling that we are just discussing theories. I believe that there should be a series of sessions which will provide the motivation and skills to transfer the same into our team mates"
Plant Manager, OLNK, Oman

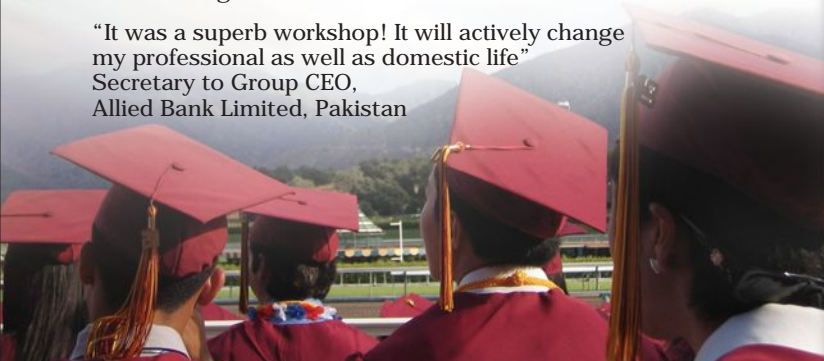
"It was really valuable and provided me time to ponder over the skills that I lack to break the success barrier"
General Manager, Mobilink, Pakistan

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

"It was a superb workshop! It will actively change my professional as well as domestic life"
Secretary to Group CEO,
Allied Bank Limited, Pakistan

FEW TOP GLOBAL CLIENTS

- Nestle
- Gillette
- Unilever
- ABN AMRO
- GSK
- Qatar Petroleum
- Dupont
- Siemens
- Coca Cola
- GM Motors
- Barclays Bank
- Sony
- Pepsi
- Deutsche Bank
- Bayer



Managing Conflict & Stress at Work

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Course Overview

Research shows that, even when things are going well in an organization, workplace conflict can pull employee morale down and negatively affect productivity. Approximately two-thirds of people who are dismissed for performance reasons have actually experienced interpersonal conflict issues that reduced their ability to be successful.

This course truly deals with the tactics to successfully resolve all the possible complications arising at the workplace due to miscommunication leading to increased stress levels amongst team members. Being seen as a good conflict manager will earn you a reputation for being part of the solution, not part of the problem. It can certainly help propel your career forward, reduce stress, and make it more pleasant to go to work. Learn effective techniques and processes to prevent future conflict and keep your stress lowered as they are essential skills for developing unstoppable confidence!

Who Must Attend

This program is specially developed for all those who are striving to improve their interpersonal skills and wish to build trustworthy office environment to reduce stress levels at work. This includes managers, executives and professionals who intend to promote cooperation and capability within their organizations.

Course Contents

Understanding Perception in Communication & Interpersonal Skills

Role of Perception in Communication

- Understand key behaviours and associated people traits
- The Psychology of communicate – Why do we behave the way we do?
- Understanding the “Johari Window” in communication

Communication Differences in Cultures

- Patterns of Communication in a cross-cultural environment
- High & Low context cultures

Body Language/Non-Verbal Communication

- Positive & negative connotations of body language
- Body language signals of Passive Aggressive & Assertive Personalities

Listening Skills

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

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
- How to build trust and demonstrate understanding.
- Cope effectively with difficult people and personality conflicts
- Prevent the development of problematic relationships
- Deflect the hostility of others

Stress Management

- What is stress? Is stress good or bad?
- Why is stress necessary?
- Your various stress levels or OSL
- Does stress control you or you control stress?
- Extreme stressful situations and how to cope with them
- Causes Of Stress
- Turning Stress to your advantage
- Emotional intelligence and Stress
- Stress Releasers – ways to relieve stress

BRING In-house

Managing Conflict & Stress at Work

This workshop 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

Book Today! Turn over for fee & registration details ►

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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

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 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.

Workshop Investment (Per participant)

Rs. 10,500/-

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

10% Group Discount

on 3 or more participants



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Tranzum Group specializing in Corporate/Management Training & Workshops, Seminars & Conferences, Event Management, Publications and Public Relations. 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.

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



With a twelve year track record, Intek is a well established name in the area of Corporate Management Consultancy and Training, with offices in Dubai, Singapore and US. Intek has a wide portfolio of clientele in all its locations and beyond. Over 500 companies have benefited from Intek Solutions, globally. The driving force behind Intek, Haseeb and Zaufyshan, a husband/wife team committed to their personal passion of facilitating progresses, which they have converted into a profession.

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