

2 highly intensive and informative training programs
designed to fast track new managers and revitalise experience managers!



Course I

The Champion Supervisor

A one-day knowledge experience of practical tools for supervisors, teamleaders and managers

21 May 2008, Marriott Hotel, Karachi

10 June 2008, Pearl Continental Hotel, Lahore

Timing: 9:00 am to 5:00pm

by *Hassan B. Rizwan*

Course II

Negotiation Skills for Maximizing Returns

A one-day program to understand the secrets behind gainful business interactions

22 May 2008, Marriott Hotel, Karachi

11 June 2008, Pearl Continental Hotel, Lahore

Timing: 9:00 am to 5:00pm

by *Hassan B. Rizwan*





Your Course Facilitator **Hassan B. Rizwan**

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 eight 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 leadership 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.

Along side being a workshop speaker, Hassan is also the Director of a highly successful 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 Has Trained Participants from

Capital Drilling (Australia), ABM Amro, Coca Cola, Descon Engineering, EFU, Habib Bank Ltd., KSB Pumps, Meezan Bank, Nestle, Orix Leasing Pakistan Ltd., Pepsi Co., Pfizer Labs, Siemens Pakistan, SSGC, Thal Engineering, United Bank Limited, Warid ...



Course I

The Champion Supervisor

Karachi : 21 May 2008, Marriott Hotel

Lahore : 10 June 2008, Pearl Continental Hotel

Workshop Theme

YOU make the backbone of your organization and are the most valuable asset for managers. Your task is to successfully maintain the link between staff and management and ensure that the operations are run smoothly. Champion Supervisor is designed to coach you on how you can successfully achieve these goals and accomplish personal objectives. You will come out with a better-than-before understanding of what your boss, peers and staff expect of you and how to 'not just meet' but exceed their expectations.

Most Valuable Benefits

- Understand the real work of a supervisor-integrating people with activities
- Set SMART goals and employ ways to achieve them
- Master the 'art of delegation' to get the work done
- Motivate and inspire staff to gain commitment
- Mentor employees for their personal development
- Build and lead a high performance team
- Give performance feedback that inspires improvement
- Gain skills to successfully handle difficult people problems at work

Target Audience

This course is well suited for junior- to mid-level managers who wish to lead their teams effectively and improve their and their team's performance.

Course Outline

Roles and responsibilities of a supervisor

- ✓ Gauging expectations from your boss, peers and staff
- ✓ Understanding the value you add to the 'whole'
- ✓ Goal-setting skills
- ✓ Vision, goals, targets
- ✓ Setting SMART goals

Delegating effectively

- ✓ Overview of delegation steps
- ✓ Common mistakes people make while delegating
- ✓ Directing and motivating others
- ✓ Motivation concepts
- ✓ What motivates your staff
- ✓ Communication secrets that inspire and motivate

Communicating the positive message

- ✓ The 'positive emphasis'
- ✓ Principles of constructive communication
- ✓ Giving honest and effective performance feedback
- ✓ Employee reservations about appraisals
- ✓ Guarding against common biases

Building an effective team

- ✓ Elements of an effective team
- ✓ Building a team culture

Conflict resolution

- ✓ Why conflicts arise
- ✓ Probing and questioning
- ✓ Building consensus



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



Talat Rabia, VP, Head of Corporate Sales UBL

Course II

Negotiation Skills for Maximizing Returns

Karachi : 22 May 2008, Marriott Hotel
Lahore : 11 June 2008, Pearl Continental Hotel



Workshop Theme

Negotiation is seen as a process that can profoundly affect all human relationships and produce lasting benefits for all participants. Especially purchase or sales negotiations serve as the building blocks toward a lasting customer and salesman relationship. A successful negotiation is one that benefits both the customer and the service provider. This program offers the techniques you can tactfully employ to navigate your negotiations toward a successful close.

Most Valuable Benefits

- Know when and when not to negotiate
- Develop an effective plan and strategy for any negotiation
- Apply the 'Positive Force' and never lose control in negotiations
- Adjust your communication style to achieve desired results
- Successfully apply the principles of persuasion to all negotiations
- Recognize and counter the most common negotiating ploys

Target Audience

This course is ideal for professionals from sales, procurement, business development who seek to gain higher returns on their interactions with customers or suppliers, helping them exceed their targets.

Course Outline

Customer research

- ✓ Assessing the situation - You - Your opponent - The product
- ✓ Ways to accurately predict the stance of your opponent

The planning phase

- ✓ Prepare your sales objectives
- ✓ Deciding on a BATNA

Accentuating the positives

- ✓ The Law of Attraction
- ✓ The power of affirmation and visualization
- ✓ Take back the lost controls in tough negotiations

Communication styles

- ✓ Discovering your own style of communication
- ✓ Ways to adjust to different communication styles to get the desired results

Using the persuasion Model

- ✓ Application of the structured persuasion model to convince others
- ✓ How to use 'Active Listening' as a persuasion tool
- ✓ Different modes of persuasion

Negotiation ploys and tactics: measures and counter measures

- ✓ Decrypt the hidden tricks your opponent may employ
- ✓ Ten key negotiation tactics and their effective application



On the whole, the learning experience was great and Hassan's interaction with the audience was excellent



Hussnain Zia, Regional Sales Manager, Coca Cola, Pakistan

Methodology

Video Exercise:

- » Inspiration and power of positive expectation

Role-play:

- » One-to-one coaching for improved performance

Interactive Exercise:

- » Practicing constructive communication

Team Exercise:

- » Fun activities to build team spirit at work

BRING

The Champion Supervisor Negotiation Skills for Maximizing Returns

In-house!

Please contact Muhammad Arif at marif@octara.com or call at 0300-8275091 for further 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
Fax: 021-4520708, 021-4546639
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Registration Note

Participation will be confirmed subject to receipt
of payment.

Cancellations

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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 course) (Per participant)

1 - 2 nominees **Rs. 8,500**

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

5% Group Discount
on 3 nominees

10% Special Discount
if you register for Course I & II and
if there are 3 or more participants
in each course



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