



# The Shift Within



Rejuvenate your perspectives about work, achievements and individual capacity to see what pure joy feels like

23 December 2010, Sheraton Hotel & Towers, Karachi | 9:15 am - 5:00 pm

Course Facilitator: **Saira Akbar**, CEO and Chief Consultant, Global Management Consultants, Dubai

## Course Overview:

'The Shift Within' is a program designed to help participants when they face the trinity of challenging business, economic and personal conditions. They will take away the message of a positive shift in attitude, leadership skills, focused actions, and alternative mental choices leading to increased individual capacities.

## Key Benefits:

- To bring about fundamental positive shift in personal attitude
- To build an inventory of personal leadership skills to be developed
- Understand and develop emotional intelligence to deal with difficult situations both in personal and professional lives
- Develop personal service management style in context of DiSC® profiling

## Who Should Attend?

Managers, Team leaders, Supervisors and all corporate practitioners in leading roles looking to tap the brilliance and that lies dormant within themselves.

## Pre-Course Highlights:

The program includes some pre-course work which will help you make the most out of this learning opportunity, contributing greatly to help you understand the course material and its application.

- Complete online questionnaire for Inscape <sup>1</sup> **The DISC®** and <sup>2</sup> **Listening Profile®**
- Identify one of the best case studies that you have experienced in business relationship management. Be prepared to explain/present the case in class
- Identify worst case for business relationship management. Be prepared to explain/present the case in class

<sup>1</sup> **The DISC® Profile** is a nonjudgmental tool for understanding behavioral types and personality styles. It helps people explore behavior across four primary dimensions: **Dominance | Influence | Steadiness | Conscientiousness**

<sup>2</sup> **Inscape Personal Listening Profile®** helps people discover their most natural approach to listening while gaining insight into the different listening approaches of others. In addition, participants learn when and how to adopt another approach for more successful communication.

**Note:** Please register at your earliest to allow you sufficient time for completion of pre-course work.

## Course Agenda:

- ✓ **What it takes to have Personal Leadership Track?**
- ✓ A debate – inner gratitude
- ✓ SJ – words of wisdom
  - Connect the dots
  - Love what you do
  - Death, the clearing agent
  - Stay Hungry – Stay Foolish
- ✓ **What it takes to build Personal Leadership Track?**
- ✓ What comes in the way?
  - Attitude
  - Paradigms
  - EGO
  - Mind, the monster
  - Integrity
- ✓ My personal leadership inventory score card
- ✓ **The Emotional Intelligence Track**
  - Emotional Intelligence
  - EI From The Guru : Daniel Goleman
  - Emotions & Triggers
  - Emotions & Affirmations
  - Jars of Emotions
- ✓ **The DiSC® Profiling Track**
- ✓ Understanding The DiSC® Model
  - D = Dominance
  - i = Influence
  - S = Steadiness
  - C = Conscientiousness
- ✓ **Ribbons Of Gratitude Track**
  - You Make A Difference To Me Ribbons



## Training Films :

- Steve Jobs – the Stanford Address
- Marshmallow Test
- Creating Your Own Master Piece
- Emotional Mirror Neurons



Course Facilitator:  
**Saira Akbar**



"Your CRM course has become a very special tool for me to communicate with my customers. Thank you Saira for a highly influential session."  
ICI Akzo Nobel, Life Sciences, Pakistan

Saira Akbar became part of service industry when she joined UK's leading Scottish carrier, British Caledonian Airways - BCAL back in 1980. When BCAL merged with British Airways, Saira left the airline to join the then newly formed Emirates Airline in 1990 as a training officer and was quickly promoted to set up the company's sales and marketing training division. In this role, Saira was also responsible for introducing concepts of distance learning and forming alliances with companies such as IATA Airline Marketing Program Certification, as well as Chartered Institute Of Marketing, UK. Saira also introduced the concept of "internal consultancy" in Emirates Airline for trainers to work closely with line managers and support their business concepts and goals.

In 1997 Saira set up her own business-Global Management Consultants in Dubai. This new company was set up with a strong focus on customer and people excellence, using tools and techniques that would today be recognized as DISC profiling, business simulations games, 360 degree feedback, emotional intelligence and more. These approaches are collectively bundled and known as GLOBAL DEVELOPMENT PROGRAMS & INITIATIVES. Since setting up Global she has nurtured the company as CEO and Lead Trainer and spearheaded its reputation as one of the leading regional consultancy firms in HR, Sales, Marketing, Customer Experience and Leadership Training and recruitment.

Besides being a CIM diploma holder, Saira is also certified in Inscape DiSC profiling, 6 seconds emotional intelligence, Persona Global organizational assessments.

And last but not the least, Saira's instruction style is facilitation, inspiration and humour all wrapped up in one. Who could ask for more? Saira is one of those rare individuals who has a unique ability to appeal to young and senior executives alike by bringing laughter and learning together. She creates exciting training experiences, using well-researched materials that allow the delegates to achieve more by thinking differently, and executing learning in real life, with special focus on bottom-line results and outcomes.

**Saira has trained participants from**



**Workshop Investment**  
**PKR 12,500/- per participant**  
**10% Group Discount on 2+ nominees**  
Inscape DiSC® and Personality Profiling®, Course material, Octara certificate, Lunch, Refreshments and 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:**  
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**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. Variance in the course fee will be invoiced or adjusted accordingly.

Strategic Partners



**Bring The Shift Within 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](mailto:mohsin.rahim@octara.com) or call at **0321-2133409** for more details

**Upcoming Programs INVEST TODAY!**

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