



# Improving Employee Performance through Coaching

Tools and techniques for improving  
contribution of your people

**22 September 2010**, Pearl Continental Hotel, Lahore  
**25 September 2010**, Sheraton Hotel & Towers, Karachi  
**9:00 am to 5:00 pm**

## Key Business Benefits:

- **Develop** motivation & communication skills that support your role as a coach
- **Assess** your present coaching style, its strengths and areas for improvement
- **Identify** specific ways to build a coaching atmosphere
- **Discover** techniques for introducing critical coaching aspects into your management style
- **Explore** the importance of coaching as a management skill
- **Reveal** your strengths as a coach
- **Demonstrate** how to coach an employee
- **Learn** the techniques to improve performance effectively
- **Demonstrate** an ability to measure and monitor employee performance



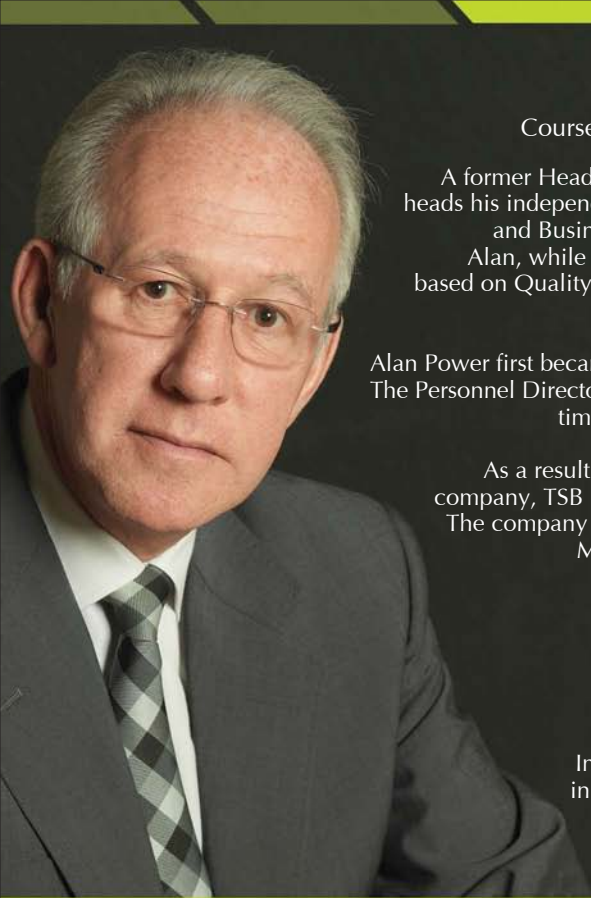
Course Facilitator:

**Alan Power**  
MD, MPower (UK) Ltd.

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**Special Offer**  
Book 2 seats and  
Save PKR 5,000



Course Facilitator **Alan Power** MD, MPower (UK) Ltd.

A former Head of Quality Management at Lloyds Bank, UK, Alan Power today heads his independent consultancy. A veteran in the field of Quality Management and Business Excellence in UK's top ranked financial and services sector.

Alan, while at Lloyds Bank had developed a model for corporate leadership based on Quality Management which he describes as Leadership from the Head, Hands and Heart.

Alan Power first became aware of the Total Quality movement in 1986, while he was The Personnel Director at Mortgage Express, a UK home loans company. It was at this time that he launched his first Total Quality Management program.

As a result of the success of that program Alan was invited to set up a new company, TSB Homeloans, the home loans arm of TSB Bank, a UK retail bank. The company was established in Scotland during 1989 and Alan was General Manager until the merger of TSB Bank with Lloyds Bank in 1997.

During the period of Alan's tenure as General Manager TSB Homeloans won the following:

- Digital Quality Award (1993)
- Quality Scotland Prize for Business Excellence (1994)
- Quality Scotland Award for Business Excellence (1996)

In addition, Mortgage Express Ltd. won the British Quality Award in 1996. Prior to taking up his general management role Alan had some 20 years experience in senior roles in human resource development.

## What delegates have said about Alan Power:

“Mr. Power is very knowledgeable and has very good presentation techniques. It was a superb session and I have learnt a lot.”

**Quality Assurance Specialist, Saudi Arabian Airlines**

“Impressive.”

**Customer Service Officer, MTC Vodafone, Bahrain**

“Very informative.”

**Quality Assurance Manager, Wescosa, Saudi Arabia**

“A course worth while.”

**Technical Services Manager, Master Food ME, UAE**

“Alan is an excellent speaker with neatly crafted course material and presentation.”

**Senior Business Analyst, Saudi Telecom**

## Local and International organizations which benefited from Alan's workshops



Pakistan State Oil



INNOVATIVE PVT LTD



# Improving Employee Performance through Coaching

## Course Overview:

Not many running businesses today truly know how effective or productive their employees are nor have access to a proven method of measuring performance, implementing a plan for improvement and then measuring its effectiveness. Though in a highly competitive market place it is imperative to realize that your people are your key differentiator.

In this course we focus on giving your management and executives the tools to improve themselves and their teams. We will help you to develop a management style and culture which delivers superior performance at all levels in your organization while improving the morale of your workforce. This is an opportunity for you to explore the benefits of creating and implementing a learning culture and measure your business performance besides retaining the best talent of your team.

## Who Should Attend?

This course is designed for business leaders in all sectors of the economy, who wish to change their or their organizations' leadership/management style to one that is more inclusive and empowering, this will include: general managers, operations managers and directors, financial managers and directors, HR managers and directors, sales and marketing managers and directors.

## Program Agenda:

### History and development of corporate coaching

- The Inner Game
- The influence of Tim Gallwey
- The management authority/employee empowerment continuum
- Coaching as the basis for human learning and development

### Measuring & monitoring employee performance

- Measuring effectiveness
- Measuring efficiency
- Measuring output per paid hour

### Measuring & monitoring the commitment of employees

- Employee satisfaction
- Employee engagement

### Measuring & monitoring the competence of employees

- Building a competency matrix
- Calculating a competency index

### Coaching demonstration

Delegates will be invited to participate in a demonstration of coaching designed to illustrate how, through coaching, people are able to develop new insights, new levels of awareness and greater clarity about an issue they have.

### The coaching process

- Goal setting and establishing measures of success
- The importance of developing an evidence-based approach to improve understanding of an issue
- Using a range of behavioural models to help understand the behaviour in a coaching session
- Using creative skills to identify a range of solutions to clients' problems
- Strategies to help a client commit to action planning

### Exercise:

Working in groups, delegates will explore their own coaching styles that will be offered areas of improvement to consider

### Non-verbal communication

- Using the Mehrabian communication model to explore the potential effectiveness of communication techniques
- Observing non-verbal communications to improve understanding

### The coach's toolkit

- The job performance wheel
- The management wheel
- The wheel of life
- The force-field analysis

### The scope of coaching

- When and where to engage in a one-to-one coaching session
- Coaching as an organization-wide management style
- Coaching maxims – a guide to the ethics of coaching

### Summary And End Of Course

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## Workshop Investment

PKR **24,999/-** per participant

**10% Group Discount** on 2+ nominees

Course material, Octara certificate, lunch, refreshments & business networking

## Registration & Payment Options

- **E-mail or Fax your nomination(s) to:**  
E-mail : register@octara.com  
: info@octara.com  
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- **Send us your:**  
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Mailing Address | Phone, Fax and E-Mail
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To view reports on our past training workshops and events log on 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 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.

Logistics Partner



Partner



Strategic Partners



## Bring Improving Employee Performance through Coaching In-house

These modules 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 Book your seat TODAY!

**Strategic Quality Management and Business Performance**  
**Alan Power, UK**  
20 & 21 Sept. 2010, Lahore  
23 & 24 Sept. 2010, Karachi

**Maintaining Work / Life Balance**  
**Saadi Insha**  
22 September 2010, Lahore  
24 September 2010, Karachi

**Collaborative Planning, Forecasting and Replenishment**  
**André Verdier, UAE**  
22 September 2010, Karachi  
24 September 2010, Lahore

**Negotiation and Contract Management**  
**Dr. Dermot Carey, Ireland**  
11 & 12 October 2010, KHI  
14 & 15 October 2010, LHE

**Inspirational Speaking**  
**Lucy Cornell, Australia**  
October 2010, KHI & LHE

**Power of Perception (POP)™**  
**Tauseef Qadri, UAE**  
(Certified de Bono Trainer)  
October 2010, KHI & LHE

**Managing the Training Function**  
**Paul Walsh, UK**  
October 2010, KHI & LHE

**Building Brand Equity**  
**Omar Abedin, UAE**  
October 2010, Karachi

**Training Needs Analysis**  
**Paul Walsh, UK**  
October 2010, KHI & LHE

**Budgeting and Budget Control of The HR Function**  
**Paul Walsh, UK**  
Nov. 2010, KHI & LHE

**Creating ROI on HR Initiatives**  
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**Mind maps at work!**  
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**The Customer is King Series**  
**Sandra Reeves, Singapore**  
Nov. 2010, KHI & LHE

**Staying in the Helicopter® and lead effectively**  
**Roger Harrop, UK**  
November 2010, Karachi, Lahore & Islamabad

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