

Using

to Build Relationships

Understand your emotions and the impact they have on your success

13 June 2012,
Sheraton Hotel & Towers, Karachi

15 June 2012,
Pearl Continental Hotel, Lahore

9:15 am to 5:00 pm

Course Director:
Graham Moore



Top 5 Learning Outcomes:

Understand your emotional triggers

Learn how to manage your emotions

Be able to successfully manage the emotions of other people and achieve fantastic results

Learn how to 'read' the emotions of others

Understand the power of empathy and be able to use it to change behaviour in others

Participants in this course will receive a free copy of Graham's EBook on Leadership and Emotional Intelligence, "The Really Wise King".

...Only From Octara!!!

For Details & Registration: Tel: 021-34534261, 021-34536315, Fax: 021-34520708, E-mail: register@octara.com | www.octara.com



Course Director **Graham Moore**

- President, Direct Selling Educational Institute - UAE
- Founding Member, ICSP (International Customer Service Professionals)
- Professional Member - National Speakers Association of Australia
- Genos™ Emotional Intelligence Practitioner and Coach
- Buzan Licensed Certified iMindMap™ Instructor
- Hogan Assessment Tools Accredited Trainer
- Fellow of Institute of Learning Practitioners
- Fellow of Academy of Hypnotic Science
- Regional Director at BNI, U.A.E.

Graham Moore is a licensed Buzan instructor who is personally trained by Tony Buzan's No. 1 Master Trainer, Jennifer Goddard. He is the only **iMindMap™ Certified Trainer** in the Middle East. Graham is a well recognized professional speaker and brings with him over 16 years of global experience of coaching the disciplines and skills for developing leadership, communication management, sales and customer service.

Graham is a Professional Member of the **National Speakers Association** of Australia. He is an Associate Consultant with the Australian Institute of Management (AIM) where, for 9 years, he has conducted public programs as well as in-house trainings for AIM clients. He was a Founding Member of **ICSP (International Customer Service Professionals)** and presented at the first 2 annual ICSP conferences. Graham was invited to deliver a keynote presentation at the first **Customer Service Week**, Middle East held in October 2011. This event was presented under the patronage of H.H. Lt. Gen. Skeikh Saif Bin Zayed Al Nahyan, Deputy Prime Minister and Minister of Interior of the UAE.

Besides his training expertise, Graham is also the author of a number of published articles on Emotional Intelligence and Leadership. Graham enjoys the repute as a thought leader in this field and was also invited to develop a learning module on E.I. for the subscribers of CEO Online. He is accredited with Genos™, an Australian company with an international reputation for their research on Emotional Intelligence.

Previously, Graham has also been associated with the television industry. After producing 450 hours of prime time television drama, he was the Director of Acquisitions for Crawford Productions and Executive in Charge of Production for Legend Media, Singapore.

In 2009, Graham was independently assessed as being in the top 1% of facilitators worldwide for Learning Effectiveness (RAIT Learning Assessment).

"As the International President of the Global Speakers Federation I've had the privilege of seeing many speakers from around the world this year. Graham stands out as one of the best. His presentation was challenging, thought provoking and at times very funny, an interesting mix and one that is not easy to do always with a speech. I recommend Graham as a conference speaker to anyone seeking an expert in leadership and empowering others within your organization."

Lindsay Adams, International President, Global Speakers Federation

"Graham is an incredibly wise man with a sincere and honest way of being with people. I am always impressed with his clarity of thought, appropriateness of action and his authenticity."

Sandi Givens, Author, Speaker and Professional Member – National Speakers Association, Australia

"I've learnt new ways to motivate and influence my team. Graham maintained excellent interaction throughout the session."

Head of Pakistan Operations, Herbion

"It was an excellent session with good relevance of EI theory to practice."

AVP/ Head of TP & PR, UBL

Graham has trained participants from:



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Course Overview:

Emotional Intelligence is about dealing effectively with our own emotions and the emotions of others. Because our emotions play a large role in both our thoughts and behaviours, emotions are a defining factor in how we act and perform at work as well as our home life. It is having an increasing impact in the corporate world – and yet many people don't know what it is or how it can be of real benefit to them in all aspects of their life.

Our behaviour and performance at work are driven by the way we feel, whether we are aware of it or not – we can't live and work without emotions. EI involves thinking "intelligently" about our emotions and how they impact on our thoughts and behaviours.

Emotional Intelligence has a direct effect on our relationships with:

Clients - Our all-important customers
Colleagues Team members
Our boss at work Friends
Children Our boss at home
In fact – all our relationships

The more you understand Emotional Intelligence, the more successful your relationships will be; the happier you will be either because the relationship is going so well and you've eliminated any stress associated with the relationship relationships or if it's a relationship with a customer, the more money you'll be making because your customers will love doing business with you.

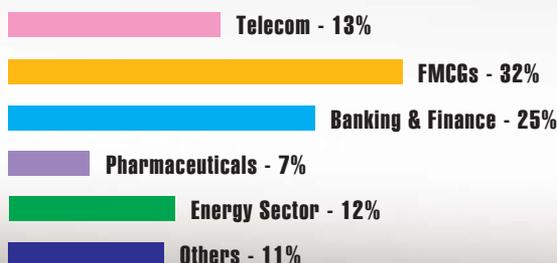
Who Should Attend?

- If you want your customers saying "I love doing business with him/her",
- If you want your team members to perform much more productively and be happier,
- If you want to have a more satisfying relationship with your spouse and your children,

Then this one day workshop will open your eyes – and your mind!

"Mind Maps® for Sales Success" was a tremendous success in 2012. Participants from the top companies of Pakistan took part in the workshop, bringing in diversified experience to the program which may also be gauged from the following data compiled.

By Industries Represented



Course Agenda:

How to predict and manage your own emotions as well as emotions of others

Developing stronger and more meaningful relationships

Dealing with resilience by being optimistic

How to realize and handle emotional triggers to suffer less stress

The science behind successful relationships

Handling people with low EI

Bonus Takeaway:

As part of this program you'll receive the 10 Point EI Interaction Checklist which will enable you to monitor each interaction you have so that you can get the best out of every interaction you have with others.



Participants of Graham Moore's previous course "Mind Maps® for Sales Success" in April 2012

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Workshop Investment

PKR 17,999/-
per participant

10% Group Discount
on 2 or more nominees

Fee includes course material, DSEI-UAE Certificate, lunch, refreshments & business networking

5 Easy Ways to Register



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021-34520092



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P.E.C.H.S., Karachi.



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Send your cheque in favor of
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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



Logistics Partner



Partner



Bring Using EI to Build Relationships In-house

This workshop can be customized to suit specific needs of your organization at significant savings. Please contact **Jason D'souza** at jason.bosco@octara.com or call at 0332-2422732 for more details

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Practical Pricing for Results Omar Abedin

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Course II:

Information Security for Managers
8 June, 2012, Lahore | 12 June 2012, Karachi

Effective Financial Presentations Ali Saeed

13 June 2012, Lahore | 15 June 2012, Karachi

Six Sigma Service Excellence Sahib Karim Khan

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Business Ethics and Leadership Paradigm Change Ramiz Allawala

20 June 2012, Lahore | 23 June 2012, Karachi

Successful Project Management using MS Project 2010 Nooruddin Surani, CISA

25 June 2012, Karachi | 26 June 2012, Lahore

From Ledgers to Leadership – A Journey Through The Finance Function Nadir Jamal and Ali Saeed June 2012

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