

Effective Business Support Practices

for Executive Secretaries
Receptionists
Administrative Professionals

September 22, 2020 | Mövenpick Hotel - Karachi | 9:30am to 5:00pm

Highlights of the Workshop

- **Furnish** participants with practical tools, post COVID19, on handling their administration challenges
- **Make** people aware of their own communication styles and how it affects their relationships with colleagues, juniors and internal/external customers
- **Enhancing** the time management of the attendees by helping them prioritize better after Lockdown
- **Helping** the participants learn to cope with the stresses on the job in "Uncertain Times"
- **Establish** trust between members to maintain a team spirit and open communication
- **Motivate** participants to become more aware of themselves to improve for the better
- **Create** a wave of motivation in the attendees on a professional as well as personal level

Course Objective

This workshop is intended for business support professionals, who, apart from taking a refreshing break would acquire time saving techniques and be extremely motivated to return to their work places. It would act as a refresher to all the organizing skills, which were left behind during the daily fire-fighting activities. Bosses will indeed witness a positive change in skills and attitude and performance of their nominees, upon return from this highly motivational program.

Who Should Attend?

- Executive secretaries
- Executive assistants
- Personal assistants
- Administrative executives
- Office manager's assistants
- Office professionals / assistants
- Receptionist, executive support
- All who want to brush up their organizing skills & acquire new time saving techniques? Even the more experienced executives will indeed benefit from this program.

Course Facilitator:

Zaufyshan Haseeb

Educated in the area of Human Development & Behavioral Psychology, she achieved her distinction in MSc in 1986. A behavioural psychologist with extensive senior management experience in both the public and private health sectors, helps her to combine her practical knowledge of psychology and management to develop and present programs which meet the changing needs of business.

She had the opportunity of experiencing education in a diverse culture in Singapore, where she studied innovative method of "Imparting Education Without Stress" at all levels of education. She was also involved with psychological counseling for teenagers as well as the faculties of reputable institutions. This helps her develop her inter-personal skills as well as work on her empathetical abilities. She feels pride in changing perspectives of the new generation.

Active participation in charity and humanitarian institutes gave her an edge towards public speaking and communication and developing portfolio of actions for developing countries. Her training portfolio has reputable NGOs. Apart from the administrative and project management responsibilities at Intek, she is the Editor of Intek's self-development Ezine with a vast readership. Being an entrepreneur herself, she prepares individuals towards risk taking, managing change & entrepreneurship. She is skilled in designing and implementing organizational and employee development programs.



What Participants have said about Zaufyshan Haseeb

“ Zaufyshan is a superb and an inspirational facilitator and made us learn on how to be more conscious at workplace and gave insight on modern business techniques. ”

Sadia Rana, Coordinator/ Secretary, Unilever Pakistan

“ I have learnt how to bring positivity in every approach and maintain work-life balance in this full-day workshop by Zaufyshan ”

Charlene Pascal, Administrative Assistant, Pakistan Petroleum Limited

“ Zaufyshan managed to refine our creative and presentation skills with different activities during workshop. ”

Sameera Awais, Executive Coordinator, Hub Power Services

“ I have learned new behaviour habits in this workshop ”

Carol Sen, Communication Officer, BASF Pakistan

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