



Jamil Janjua,
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Dear Reader,

"It was the best of times; it was the worst of times; it was the age of wisdom; it was the age of foolishness; it was the epoch of belief; it was the epoch of incredulity; it was the season of Light; it was the season of Darkness; it was the spring of hope; it was the winter of despair; we had everything before us; we had nothing before us; we were all going direct to Heaven; we were all going direct the other way – in short, the period was so far like the present period, that some of its noisiest authorities insisted on its being received, for good or for evil, in the superlative degree of comparison only." - *A Tale of Two Cities* by Charles Dickens.

THEREFORE, the deluge disaster notwithstanding, the show must go on and as close to schedule as possible, if not on schedule, for therein is present the practical expression of resilience for which Karachi, and indeed Pakistan, is celebrated around the world.

For your consumption purposes we have an interesting piece that does a fairly bare-knuckled appraisal of Pakistan's state of human resources by some of its leading exponents in an event report of the webinar titled "Pakistan - A Professional's Journey Since 1947" held by The Excelerate Learning Forum and its **CEO Zafar Aziz Osmani** on the 14th of August just past.

Then we interview **Hammad Siddiqui**, a highly valued part of the Pakistani Diaspora in Canada, and the Co-Founder of Edushapers, an EduTech startup based in the Greater Toronto Area where he brings to bear over 30 years of International Development experience in Asia, South Asia and other countries. To his credit Hammad fields some tough questions which others may well have let slide.

Dr. Tommy Weir's blog this issue focuses on mentoring with the help of Artificial Intelligence and its runaway success in this time of COVID-19 and social distancing. Xponential Talks is all set to roll out its "The Future of Finance 5.0" and Octara is gearing up with **Mark Stuart** for a webinar on "Virtual Presentation Skills."

Haseeb T. Hasan is leading the way back to the Old Normal with a physical workshop on "Selling in Uncertain Times" at the Movenpick Hotel in Karachi on the 22nd of September, 2020 between 9.30am and 5pm. During the same timeframe and the same location will also be present **Zaufyshan Haseeb** with her own physical workshop titled "Effective Business Support Practices" for executive secretaries, receptionists and administrative professionals. Bravo! Two days later on the 24th of September at the same location getting back to the Old Normal also is **Shiraz Ahmed** with his workshop "Managing as Coach in New Normal".

It's heartening to see life returning to pre-COVID-19 days, but the drenching that Karachi has just had will probably take a lot longer to fade from memory. Octara wishes its readers health, wealth and happiness in these challenging times.

Editorial Compiled by **Adil Ahmad**, Special Correspondent, octara.com
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Octara Training Programs in September 2020

September 9, 2020 at 3:00pm PST

Free Webinar: Virtual Presentation Skills by Mark Stuart

September 22, 2020 - KHI

Workshop: Selling in Uncertain Times by Haseeb T. Hasan

September 22, 2020 - KHI

Workshop: Effective Business Support Practices by Zaufyshan Haseeb

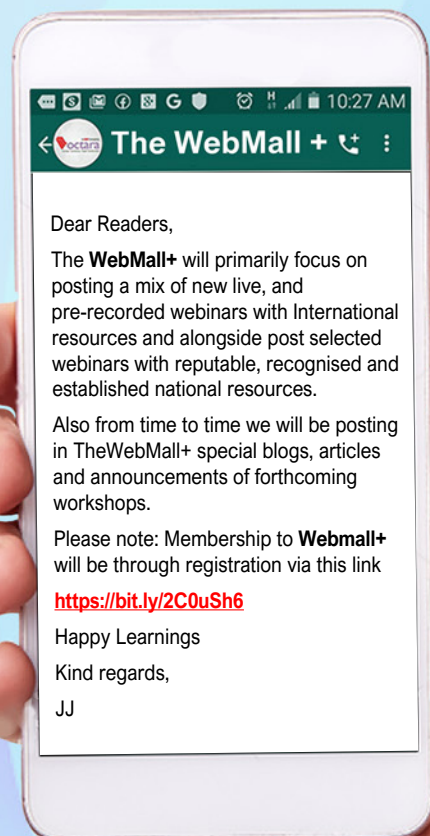
September 23, 2020 at 3:00pm PST

Online Training: From Overwhelm to Abundance by Rose-marie Fernandez

September 24, 2020 - KHI

Workshop: Managing as Coach in New Normal by Shiraz Ahmed

• **Octara Training Calendar (September- December 2020)**



PAKISTAN'S Birthday Blues



Zafar Aziz Osmani



Kamran Z. Rizvi



Asma Umar



Asma Shaikh



Jamil Janjua

LOOKING FOR PROFESSIONAL EXCELERATION

The 14th of August just past heralded the 73rd birthday of Pakistan when a small group of human resource developers met in virtual space to celebrate the nation's birth with an honest appraisal of where we stood as a country and people, and zoomed in on the bitter truth with no sugar coating whatsoever.

The Excelerate Learning Forum's **CEO Zafar Aziz Osmani** has very cleverly identified the overriding objective of his endeavor in the nomenclature of his enterprise, even if it meant adding a new word to the ever expanding English dictionary.

Emergent New Normal

To accelerate the act of excelling is, or should be, the order of the day across the board, and not just for Pakistan. Post COVID-19 the emergent New Normal will need to deal with the highly substantive universal issues of global warming and climate change, and to do this we will need to be at the very top of our game.

Premium on efficiency

The horrendous Monsoons' downpour that we have been subjected to in the week just past, and the deadly havoc that it has wreaked is testimony to what is being said here. The premium on efficiency borne of sincerity of purpose has never been higher, and it is expected that the deluge will sweep before it the remnants of the non-performing nepotistic and corrupt system that has plagued our lives and held us back over the past decades.

Heavy duty punch

The Excelerate Learning Forum held a live zoom session on the subject of "Pakistan - A Professional's Journey Since 1947" where the expert panelists included **Asma Shaikh** (CHRO National Bank of Pakistan), **Asma Umar** (CEO Accelion Consultancy), **Jamil Janjua** (CEO Octara) and **Kamran Z. Rizvi** (CEO Carnelian). **Muhammad Azfar Ahsan** (Founder Corporate Pakistan Group CPG & Chairman Nutshell Conferences) while not on the panel was invited to air his views and also chipped in with some very pertinent thoughts.

Looking back on the proceedings, it was surprising that one hour of deliberations could pack such a heavy duty punch, and indeed, as Zafar Osmani asserted at the end, this dialogue had to carry on, spreading outward and embracing in its folds as many right thinking folk as possible.

Asma Umar (CEO Accelion Consultancy) represented the new generation of Pakistan's upwardly mobile private sector self-employed leadership, while Asma Shaikh (CHRO National Bank of Pakistan) was a veteran of her field, her young years notwithstanding, and presently engaged with what is without doubt the most challenging assignment of her career. Jamil Janjua (CEO Octara) and Kamran Z. Rizvi (CEO Carnelian), founding fathers of the Trainers Resource Group (TRG) and established gurus with a great deal to their credit, no doubt had much to answer for given the length of time they had spent on the wicket.

Ritual minus the spirit

While there was much analysis of what ailed the people of Pakistan, the topic that was supposed to be under fire, "Pakistan - A Professional's Journey Since 1947", got lost somewhere in the crossfire which nevertheless threw up some potent food for thought, with **Kamran Z. Rizvi** (CEO Carnelian) hitting the nail firmly on the head with his dissection of the Pakistani mindset using the National Anthem as the yardstick.

"We have a national anthem for which we stand up. If we take out the spirit from the ritual then we have a problem, and that is what we have today and seen in the shape of economic mismanagement and corruption. It is tragic, and the product of our past whether it is the state of the economy, or education, or public services. It's an educated leadership that has led us to this pass," said Kamran Z. Rizvi who conducted a research over 5 years and found that 95% of the educated and managerial level people who rise for the national anthem in a cinema house fall silent when asked to explain its meaning.

"We need to know it, understand it, believe in it, and act upon it. Amal say zindagi bun ti hai, jahanum bhi, jannat bhi. In our society there's been a lot of discussion but very little action."

Asma Umar (CEO Accelion Consultancy) was of the view that the older, earlier generations were characterized by cultured upbringing, respect and a value system based upon honour.

"Now we find the new generations driven by money in a chaotic environment. There's a big difference between the education and grooming of the two eras. Nowadays we find very selfish leaders who do not allow the organizations to grow and engage in petty intrigues and conspiracies that drive away true talent, especially the expats who want to return home and serve the nation."

She feels that moving forward we need to focus on capacity building through mentorship, and while virtual sessions are doing the job during the pandemic, there is no comparison to physical classroom sessions. "Our senior leadership needs to engage with fresh graduates and give them badly needed guidance."

Asma Shaikh (CHRO National Bank of Pakistan) said that the late Jamil Nishtar introduced many management training programs at NBP and hired and developed over 400 bankers. "Then came the politicization of institutions through the 1970s, 80s and 90s and we lost track of what we were doing. The infrastructure is still there. We have 5 staff colleges which were a first in the banking industry. Then the management trainee and development programs were stopped due to internal issues and we are still struggling to fix them with many court cases hindering the use of infrastructure. NBP can contribute a lot to the entire banking industry."

Asma feels the way forward is technology. "Our people are very creative and hardworking and have achieved senior global positions despite the handicaps and lack of support systems. Overseas and even in Pakistani multinational organizations people get developed by the organization. Even without this enabling environment our people have done so well because of their natural talent. We haven't been able to embrace technology due to lack of resources and therefore cannot nurture this huge talent pool to the nation's advantage."

Jamil Janjua (CEO Octara), or JJ as he is known to friend and foe, said that his success factor was that he never looked at his role beyond the fact that he had to produce leaders. "All I did when I joined a position was to produce my substitute, my successor, and the moment that happened I was made to do some other job. As I produced successor after successor I was able to rise to the level of Group CEO."

JJ's message is don't ever feel insecure, and give your number two the opportunity so you can move on. The last few years have seen the corporate value system really go down, he feels, and that is where we need to focus. After 1980 there's been a downward spiral, and now MBAs and fancy jargon are the stocks in trade he says, emphasizing the need for life-long learning.

At the age of 33 his career as an airline pilot with PIA was abruptly cut short as he was grounded on medical grounds, and with no higher education to his credit was required to reinvent himself for a managerial role manning a desk. JJ spent the next 3 to 4 years developing himself doing a lot of reading, and attended 150 one day and two days training programs.

"I learnt how to be a manager and took up a job offered to me by my friend and boss Khalid Awan. Behind every man is a superior woman! My wife Shahida was very supportive and I call her my Florence Nightingale because without her at my side I may not have been alive today. She is my boss. My second boss is of course Khalid Awan who is a very understanding person, and from him I learnt a lot of things about management gleaned from his contrarian views. I have learnt management on the go. All one needs to do is raise one's standard every day."



Muhammad Azfar Ahsan (Founder Corporate Pakistan Group CPG & Chairman Nutshell Conferences) said that what disturbed him was that Pakistanis had become used to below average performance as a society, country and nation. "It's okay to celebrate small successes, but if we have failed to grow then it's because of an acceptance of poor performance. Also, we are not collaborating because of our insecurities."

Summing up the proceedings the Excelerate Learning Forum's CEO **Zafar Aziz Osmani** said that because of the external environment and the politicization of professionalism we are confronted with institutional decay. There is no substitute to real life learning, and the more senior we become the more insecure we become.

"At the CEO level we consciously don't create a number 2 out of fear of redundancy. This has become part of our culture and a serious flaw and hurdle to our professional growth. Exxon and Amexco were the only two organizations where I saw proper succession planning done as a scientific exercise with a minimization of the human element. We must understand that if we prepare our number 2 there will be a bigger position waiting for us." In a departure from the norm he opined that the most relevant person for the CEO's slot is the head of HR.

Celebrating the frog

Clearly Pakistan is as yet on the early section of the Maturation Curve, and there are some stages of human evolution that just can't be leapfrogged. However, the move from linear to exponential development can certainly be initiated even if it calls for a donning of G-Suits and the tightening of seat belts and shoulder harnesses. The act of leapfrogging our competition and getting ahead of the crowd will automatically follow ■

To watch the recording of this event, click here

<https://www.facebook.com/311949455500043/posts/3713437362017885/>

Event reviewed by **Adil Ahmad** (Correspondent, OCTARA.COM)



HAMMAD SIDDIQUI

LinkedIn PRO

Hammad Siddiqui is a highly valued part of the Pakistani Diaspora in Canada, and the Co-Founder of Edushapers, an EduTech startup based in the Greater Toronto Area where he brings to bear over 30 years of International Development experience in Asia, South Asia and other countries.

He styles himself as a LinkedIn Optimization Coach who helps in Job Search by optimizing LinkedIn Profiles, and coaches Canadian Immigrants and Newcomers on how to get hired fast (<http://linkedinprofilepro.ca>), with his 90 Second Videos on LinkedIn tips regularly posted on his profile. Hammad also organizes free webinars for his LinkedIn Family.

Center for International Private Enterprise (CIPE)

Working at UK Trade and Investment from 1990 to 2006 helped Hammad learn the art of bridging the communication gap between policy and the private sector. An interesting change in his career came about when he joined the Center for International Private Enterprise (CIPE), a non-profit affiliate of US Chamber of Commerce. CIPE's experience he describes as most fascinating that took him to the whole of South Asia, The Philippines, Cambodia, Turkey, Papua New Guinea, Azerbaijan, Romania, US and Canada to develop or implement projects or to do new business development work and experience new things.

Exposure to a great course on non-profit management at US Chamber of Commerce's Institute of Organization Management provided an excellent boost to Hammad's knowledge on non-profit work. He developed and delivered several training programs for the Chambers of Commerce, including Women Chambers.

More steam for growth

Hammad's career took him to lots of places, giving him exposure to cultures and diversified business environment. Not many get those opportunities, he says. During this period he published two books and the third one titled "Putting Your LinkedIn to Work" is a work in progress. "Since 1990 the University of Life has taught me things that are not found in the world's top university curriculum. I adapted the idea of learning new things and implementing those learning to raise my bar to allow me to add more steam for growth."

CAREER GURU

In a voluntary capacity he is the creator and facilitator of Career Guru (<http://careerguru.co>) which is his initiative since February 2010 to advise young people to grow in their career. It is a purely non-profit initiative dedicated to economic empowerment where he organizes speaking sessions, coffee meet-ups and writes blogs on a regular basis. The costs are met by him with the participants paying for their coffee. Hammad has interacted with over 10,000 people on a one-on-one basis, and his blog is read widely in Pakistan with a reasonable global outreach.

As a Business Mentor Hammad has worked with the National Incubation Center Karachi (NIC Karachi) since December 2018 helping young startups to understand KPIs, Cofounder issues, Branding, and Increasing Outreach. He has also offered training sessions on the use of LinkedIn as a tool to increase one's professional network.

Hammad Siddiqui gave the octara.com e-Newsletter the privilege of an interview wherein he fielded some tough questions which others may well have let slide.

octara.com: Please give us a brief on your career so far.

HAMMAD SIDDIQUI: I have over 34 years of working experience. My first formal job started in 1990 at British Deputy High Commission in Karachi as Trade Promotion Assistant. That was an entry level job and I was selected out of 210 candidates. I do not know the reason for my selection. Perhaps they liked my enthusiasm and creativity!

I worked with them until 2006. In 1992 I was promoted as Assistant Trade Promotion Officer, and in 1995, from an open job advert, I was selected to become Head of the Commercial Department in Pakistan for the British Government. I was also the only local staff member who received security clearance from Buckingham Palace to become part of the organizing team working on the Queen's visit in 1997.

In 2001 I was selected among the top 100 brains in the British Foraging & Commonwealth Office (FCO) to lead a transformational initiative for service delivery at British Embassies and Consulates across the globe. That initiative was led by Jack Straw, then British Foreign Minister. Given the fact that I was a local staff member, those two were pretty interesting honors for me.



“LinkedIn is a great platform, however over 90% users do not understand how it works”

In 2006, I was offered a job at a US Chamber affiliated Non Profit to work in its Pakistan office. With the passage of time I expanded the scope of work and became their Country Director and later Director Asia Programs. I was covering the whole of South Asia, including Papua New Guinea and some other projects.

octara.com: When and why did you move to Canada, and what were the adjustment issues that you may have faced?

HAMMAD SIDDIQUI: I first visited Canada in 1994 and fell in love with this country. My wife and I migrated in the year 2000, and our daughters were born here. Since I had jobs and my mother was still in Pakistan, we did not stay in Canada for long. But I never broke our relationship with Canada. Finally, as my work contract ended and my elder daughter showed interest in joining university here, we decided to move. Since we had the social capital here, and we had been traveling in this part of the world, no real challenges were faced.

octara.com: The search for greener pastures overseas has subjected Pakistan to a debilitating brain drain that has further impoverished the country by allowing mediocrity to flourish. How do you plead?

HAMMAD SIDDIQUI: I think brain drain is quite common in South Asia. Our countries lack capacity to absorb talent. Historically, our talent went to Saudi Arabia and other GCC Countries, UK, USA etc. Once they leave, coming back to Pakistan is difficult as they do not want to face power shortages, corruption, poor infrastructure etc.

In my case, I spent my golden years in Pakistan and served Pakistan not just by doing my job, but also by helping young people in their career development, helping in philanthropic initiatives, and a whole lot of other things through which I think I fulfilled my job as a patriotic Pakistani.

octara.com: The pandemic has caused for a drastic revaluation of global supply chains. How do you see international private enterprise evolving in the future?

HAMMAD SIDDIQUI: Pandemic has disrupted the ecosystem. As WTO estimates a loss of global trade at 32%, more people are likely to be out of their jobs, and countries that are dependent on exports, will suffer in particular.

For private businesses, the challenges are multifaceted. They need to figure out safe ways to continue operations. I understand that in Pakistan a lot of smaller businesses have either scaled down or have stopped operating due to cash flow issues. There is no easy answer. Countries are under massive debt burden. Survival will remain a major issue, and supply chain is just a small factor in this whole scheme. Bigger issues are changing consumer behavior amidst reduced purchasing power.

octara.com: Is it true that platforms like LinkedIn have enabled global connectivity that may have conspired against the hiring of locally available talent and contributed to unemployment?

HAMMAD SIDDIQUI: LinkedIn is a great platform, however over 90% users do not understand how it works. In Pakistan very

slowly the usage is increasing. Recently LinkedIn has added Pakistan in its searchability. Users need to differentiate between the uselessness of Facebook, Instagram or Snapchat and usefulness of LinkedIn. Once that happens, in the long run, in Pakistan LinkedIn will beat the other recruiting platforms by miles!

octara.com: How pronounced is the glass ceiling for non-Whites in North America?

HAMMAD SIDDIQUI: Very much there, and other issues such as acceptability of people with foreign experience and education. I coach people to stop using their experience as USP, but understand the importance of highlighting their Skills. In North America, skills sell, experience does not!

octara.com: Given the spike in racism and Islamophobia is there a noticeable move amongst immigrants to move back to their countries of origin?

HAMMAD SIDDIQUI: This is a controversial question. Canada is a country of immigrants. Lots of immigrants are in powerful positions. I think we need to integrate ourselves in this society in a way that they start respecting our values too. And they do. My question is do we respect their values?

octara.com: Please share with us your school and college days, your favorite subjects and extracurricular pursuits.

HAMMAD SIDDIQUI: I was a very average student. I studied in a Government “Pela” school in Urdu medium. What kept me going is my passion to learn new things, experiment (fail and do it again), and respect elders. I guess a combination of all that helped me a lot in my career.

Like most Pakistanis, I was a cricket player (bad one), but played in scorching heat without proper gears for years. I also loved traveling and bicycling.

octara.com: What books appear on your present reading list?

HAMMAD SIDDIQUI: “Winners” by Jack Welch. I repeat this book once in a year, and currently reading “Leaders Eat Last” by Simon Senik.

octara.com: How do you de-stress and unwind?

HAMMAD SIDDIQUI: I keep myself very busy, and leave myself no time to get stressed!

I love walking and spending time with family, and cooking.

Hammad Siddiqui says he has enjoyed every challenge in life and learnt from those wonderful experiences. He believes in traveling and meeting new people, seeing the unseen and raising the bar to meet new challenges in life and in his profession. He shares his learning through his blog careerguru.co.

“My belief is to keep experimenting. More experiments spur more learning, and more failures allow room to become more successful!” ■

<http://linkedinprofilepro.ca>

Interview conducted by **Adil Ahmad** (Correspondent, OCTARA.COM)

AI and Mentoring: The Perfect Match

Dr. Tommy Weir

Published on August 18, 2020



If ever there was a time for mentorship, it's now. Even back in the days of 'business as usual', employees valued having someone to lean on – an experienced colleague who could offer support and advice on tricky situations, business decisions and career progression. It was easier then; all you had to do was knock on their office door or drop them an email requesting a catch up over coffee. But since COVID-19 rocked up, two things have happened: traditional avenues for accessing mentors have all but vanished, and the trend of remote working has stripped employees of vital support networks and structure, making mentoring more important than ever.

Some people roll their eyes at the very mention of mentorships; they write them off as a box-ticking exercise for interns or a pastime for chief executives with too much time on their hands (as if such a thing existed). For those people, let me set the record straight. Mentorship is not a frivolous luxury; it can make or break a career and impact a person's life in the most profound of ways. Quoting co-author of *The Elements of Mentoring*, Brad Johnson, a recent article in *The New York Post* put it perfectly. In short, those who have good mentors earn more promotions, higher performance ratings, better networks, more money – the list goes on. Quite simply, the right mentor can change your life.

It is something I can vouch for myself. From high school sports coaches to college professors and standout managers during my early career, the mentorship I received during my most formative years shaped who I am today.

So, does the global phenomenon of remote working mean the corporate world is destined to be run by unrounded and 'malnourished' executives, starved of the support, guidance and wisdom that their office-based predecessors once enjoyed? It is bad enough that employees are having to adjust to the single life as the office floor remains off limits or socially distanced at best, without them also missing out on life-changing mentorship from experienced colleagues they respect and admire. If people weren't already feeling alone, they probably are now.

But before you crash on the sofa in despair, there is an answer to the mentoring quandary – and as with so many of the problems now afflicting the corporate world, it rests squarely with AI. With purpose-built platforms, mentoring is not going anywhere – in fact, it just got even better.

The *New York Post* likens such platforms to dating sites – "Match.com for mentorships". Take Chronus for example: mentees answer questions about what they are looking for in a mentor. Their data is then fed into a computer algorithm that instantly churns out potential matches, with impressive results: successful pairings 97% of the time.

The corporate world has been forced to retreat into itself in recent months, but AI-driven mentorship marks a true step forward – a development that will advance careers and benefit entire companies. Traditional mentoring worked for me, but it has failed many others. Its success hinges on personal relationships after all, and if the chemistry isn't there, then the chances of it working out are slim.

Within the remote limitations of Mentoring 1.0, finding a match is a lottery and the pond is often small. But with artificial intelligence, the opposite is true: intelligent mentoring software has the power to find the perfect pairing – or near as damn it – every time, with a pool of potential mentors that can run into the thousands and stretch well beyond company walls.

It is something I can vouch for myself. From high school sports coaches to college professors and standout managers during my early career, the mentorship I received during my most formative years shaped who I am today.

For years, people have feared that artificial intelligence will one day render the role of human beings null and void, but as we're witnessing in these strange times of COVID-19, that couldn't be further from the truth. As much of the global workforce continues to work home alone, AI mentoring tools are facilitating valuable human interactions and ensuring the future of careers. Another shining example – if one were needed – of how machine learning can help human leading ■

Source:

<https://www.linkedin.com/pulse/ai-mentoring-perfect-match-tommy-weir>



Dr. Tommy is the leading CEO Coach in the Emerging Markets. Sitting in their shadow, he typically advises CEOs on growth in the emerging markets. He is exclusively working with Octara for his workshops in Pakistan and was the Keynote Speaker of 17th MAP Convention 2015.

For Inquiries, info@octara.com

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

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Haseeb T. Hasan

CEO - Intek, UAE



Educated in U.S.A. and having worked for almost two decades in Pakistan and Singapore; Haseeb is the driving force behind Intek with intense dedication towards improving personal and organizational performances.

Haseeb brings with him extensive experience with organizations such as British American Tobacco, LU Biscuits and the Merrill Lynch, and is now considered amongst the new breed of dynamic "Management Trainers" blending practical concerns.

Driven by his mission in life, Haseeb embarked on establishing Intek, and imparting his techniques and skills to several fighting survivors of the corporate world. With a nine year track record, Intek, www.intekworld.com is a well established name in the area of Corporate Management Consultancy and Training with offices in Dubai, Singapore and U.S.A.

Haseeb holds a wide portfolio of clientele with over 500 multinationals, private and government companies. Besides this, Haseeb also works on Life Skills development and has benefited numerous CEOs, politicians, celebrities, actors and singers with this training.

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To: **Umair Tariq, Admin & Accounts Executive**
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Tel: 021-34520708, Cell: 0343 5940485

Bring this program In-house at attractive discount

This workshop can be customized to suit specific needs of your organization which may lead to significant savings. Please contact **Sarim Atique** at sarim.atique@octara.com or call at **0345-8949470**

For Registration & Details:

Karachi: 021-34547141, 34520093, 34536306

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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.

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.



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.

INVESTMENT

PKR **19,500** +SST per participant

Group Discount Available

Fee Includes:

- 5 Star Hotel Venue for Training
- Course Material • Certificate of Attendance
- Lunch & Refreshments • Business Networking
- Post-Workshop Advisory Services
- Membership for TCS Octara WebMail+ (WhatsApp Group)
- Octara Loyalty Card*

*Entitles card holder to 15% discount on all future Octara Trainings

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MANAGING AS COACH IN NEW NORMAL

September 24,
2020
Mövenpick Hotel
Karachi
9:30 am - 5:00 pm

How to get Best Performance from Employees



PROGRAM OVERVIEW:

After Technology, COVID-19 has disrupted not only economies but business-management practices! it has led to huge uncertainty and we know uncertainty leads to anxiety! Employees have experienced a gigantic shift; now they are learning how to adjust in, what we call 'New-Normal'.

This new reality has created demand for managers to move away from push-control-fear practices to a new model in which managers can provide psychological safety, support, hope and guidance. The NEW role of the manager is becoming that of a coach! Hence, COACHING has become an essential competency for managers not only to deliver business results, but also to bring out the best in talent, provide mental wellbeing, unleash energy and foster commitment.

PURPOSE:

This workshop will enable you to Gain the skills, 'how to get best performance from Talent through effective and inspiring coaching in New-Normal'

WHO SHOULD ATTEND:

- Managers of all levels
- Line Managers with responsibility for leading, managing and developing people
- Anyone wanting to enhance their people leadership skills as part of their ongoing personal development plan

Course Facilitator: SHIRAZ AHMED

- Executive Coach, Facilitator, Author, Public Speaker and Business School Faculty
- Coached and trained on Global Leadership Development and Executive Coaching programs by ICF, CIRRUS, Mercer-Oliverwyman, IFC-Business Edge and British Council.
- Since 2016, he is associated with CIRRUS and has coached senior executives and potential CEOs of Standard Chartered Bank from 10 countries of ASA, APAC and MENA regions.

Shiraz is an Executive Coach and Leadership Development Consultant. He has worked with professionals from 20+ countries from ASA, APAC and MENA regions on different projects.

He has trained and coached numerous mid-senior executives and CEOs successors from Fortune-500 company. He is IFC-Business Edge & USAID trained trainer. Recently, he has coached CRO-ASEAN region based in Thailand, who is now working as COO in global leading bank.

He is the founder of BLC (Business Leaders Conference), which is attended by CEOs and Senior Executives. He is also an editor of business magazine and teaches in a leading business school. He regularly interviews leading CEOs for his upcoming book. He is doing PhD. in Leadership Development.

These days, Shiraz is coaching senior executives of Standard Chartered Bank from UAE, Uganda, Zambia, Zimbabwe, Mauritius, Pakistan and Kenya (MENA region).

INVESTMENT

PKR **14,500** +SST per participant

Group Discount Available

Fee Includes:

- 5 Star Hotel Venue for Training
- Course Material • Certificate of Attendance
- Lunch & Refreshments • Business Networking
- Post-Workshop Advisory Services
- Membership for TCS Octara WebMail+ (WhatsApp Group)
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Topic	D/s - H/s	Trainer	Month
Free-to-Attend Webinar: Virtual Presentation Skills	60 min	Mark Stuart	9-Sep-20
Workshop: Selling in Uncertain Times	1	Haseeb T. Hasan	22-Sep-20
Workshop: Effective Business Support Practices	1	Zaufyshan Haseeb	22-Sep-20
Online Training: From Overwhelm to Abundance	2-hours	Rose-marie Fernandez	23-Sep-20
Workshop: Managing as Coach in New Normal	1	Shiraz Ahmed	24-Sep-20
Compliance Essentials & Business Ethics	1	Faisal Anwar	Oct
Agile Project Management	2	Kevin Charlesworth	TBC
Business Communications in the New Normal	TBC	Kanwal Akhtar	TBC
Certificate in Maintenance Planning / RCM	2	Ben Stevens	TBC
Certified Google Adword	2	Dr. Frank Peter	TBC
Channel Management	1	Tony Lewis	TBC
Corporate Governance	1	TBC	TBC
Creativity & Innovation using Design Thinking	2	Rody Vonk	TBC
Crisis Response and Communication Management	1	Ben Pronk	TBC
Cyber Security Management	TBC	TBC	TBC
Digital Marketing Masterclass	2	Dr. Frank Peter	TBC
Emotional Intelligence for Leadership Excellence	1	John Bentley	TBC
Enterprise Risk Management	2	Philip Griffith	TBC
Free Webinar - How to Stay Sane during Uncertain Times	60min	Sayed Habib	TBC
Free Webinar - Mindfulness Management	TBC	Omar Tauseef	TBC
Free Webinar - Protecting Financial Assets	60min	Petros Geroulanos	TBC
Health Care Operation Management	TBC	David Ben Tovim	TBC
Key Account Management	TBC	David Vachal	TBC
Learning and Development Management Program	2	Ian Thomson	TBC
Measuring Return on Investment of Training	1	Jack J Philips	TBC
Online Training: Designing Agile Organizations	TBC	Frederik Haentjens	TBC
Online Training: Effective Online Marketing & Selling Techniques	2-hours	Dave Nelissen	TBC
Service 4.0 Transforming Customer Interactions	1	Asim Rashid	TBC
Strategic Marketing	2	Graham Hollins	TBC
Successful Product Launching and Brand Positioning	TBC	Jerome Joseph	TBC
Team Building using LEGO	1	Pete Smith	TBC
Team Building using LEGO	1	Pete Smith	TBC

* All training programs are subject to change as per the guidelines from GoP on CoVID_19



For Details Contact:

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