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Dear Reader,

Back home on the ranch COVID-19 has spiked noticeably, soaring past 2% with mini smart lockdowns in force across the country, and keeping which in mind we carry a detailed article offering valuable advice on the face-mask proffered by **Allyson Chiu**, a reporter focusing on wellness for The Washington Post.

Notwithstanding the new wave of COVID-19, we at Octara are hoping that the situation will improve, Inshallah, and classroom training will once again become a fact of life with heightened levels of awareness and precautions that we will ensure. Pakistan is famed for its resilience, and we are hopeful that the corporates of Karachi will rise to the occasion.

We have therefore planned **Asim Rashid's** Workshop on Service 4.0 Transforming Customer Interactions on October 22, 2020 in Karachi to kick-off the fight back, followed by a double header on November 3, 2020, also in Karachi, featuring Emotional Intelligence for Leadership Excellence by **John Bentley** and Business Communications Masterclass by **Catherine Bentley**. The details for these are contained in the pages which follow.

Our lead story this issue relates to human resource development and comprises a fascinating debrief of **Dr. Mohammad Saad Usmani**, the Divisional Head of Learning & Talent Management at United Bank Limited (UBL).

Our worthy and very valuable international associate **Dr. Tommy Weir** has written about the incredible world of Artificial Intelligence, and how AI is now mounting its own defense, cobbling together and articulating its own thoughts at the pinnacle of written communication, an op-ed piece of 500 words in The UK's Guardian newspaper composed by a cutting-edge language model called GPT-3 which used machine learning to produce human-like text, with impressive results. Read all about it! 😊

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Octara Training Programs in October & November 2020

October 15, 2020 at 3pm PST via Zoom

FREE Webinar: Productivity Masterclass by Michael Tipper

October 22, 2020 in Karachi

Service 4.0 Transforming Customer Interactions by Asim Rashid

November 4, 2020 at 3pm PST via Zoom

ONLINE Training: Virtual Presentation Skills by Mark Stuart

November 3, 2020 in Karachi

Emotional Intelligence for Leadership Excellence by John Bentley

November 3, 2020 in Karachi

Business Communication for Impact by Catherine Bentley

November 10, 2020 at 3pm PST via Zoom

FREE Webinar: Digital Transformation with Cultural Alignment by Uzma Aitqad

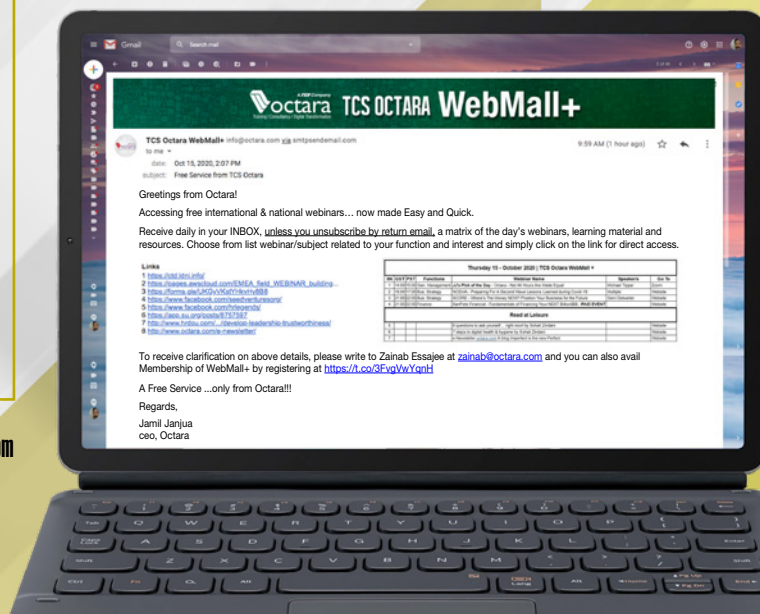
November 12, 2020 in Karachi

Wheels of Compliance by Faisal Anwar

November 13, 2020 in Lahore & November 18, 2020 in Karachi

Agile Organizational Transformation by M. Zeeshan Ali & Saqib J. John

• Octara Training Calendar (October- December 2020)



GOOD SAMARITAN DR. SAAD USMANI



For Dr. Mohammad Saad Usmani the fields of Performance Management & Human Resource Development are completely aligned with his life's ambition of making a positive contribution in the lives of people.

This burning desire to be a good Samaritan has taken him on a voyage of academic discovery that has culminated in a PhD and a prestigious job with the **United Bank Limited (UBL)** where he holds the fort as Divisional Head of Learning & Talent Management, and cites Strategic Human Resource Management, Organization Development, Performance Management, Human Resource Development, Learning and Development as his specialties.

Little Folks

The University of Southern California and George Mason University evaluated his Thesis while the Little Folks School, situated at Muslimabad and one of the very few known English medium schools in Karachi at the time, equipped Dr. Mohammad Saad Usmani with the spirit of inquiry and critical thinking, and allied skill sets that would guarantee him success in later life.

At the Government College for Men his uniqueness was very evident given his favorite subjects which were Mathematics, Mechanics and Arabic, and his extracurricular interest which was bodybuilding in which he excelled, winning the inter-collegiate bodybuilding championship.

octara.com caught up with this extraordinary human being and quizzed him on his choices in life and what lies in store for Pakistan.

octara.com: You have had the rare opportunity and privilege of working in various sectors of the economy ranging from Banking (UBL, NIB, Citi), Energy (Sui Southern Gas), Consultancy (Absolute Management Consultants), Logistics (KICTL Hutchison Port Holdings), Pharmaceuticals (Hilton Pharma), and Engineering (Koninklijke Philips N.V.). Your specialization in Performance Management and Human Resource Development amply qualifies you to comment on the caliber of manpower available to Pakistan's corporate sector and its ability to turnaround the financial fortunes of Pakistan. Are you hopeful about the future based upon a dispassionate analysis of our human resource?

Saad: Pakistan has talent that is capable of doing anything for the future of our corporate sector ultimately contributing towards the economic growth of Pakistan.

All we need is to channelize talent and constantly invigorate its thought process towards solving issues individually and collectively.

The future of our country is very bright and I am sure that our talent will shine across the globe in future.

octara.com: You have listed your Specialties as Strategic Human Resource Management, Organization Development, Performance Management, Human Resource Development, and Learning and Development. Do you feel your field of endeavor has been sufficiently prioritized in Pakistan? Please elaborate.

Saad: Yes, I see a lot of emphasis being put on Human Resource Management and Development across industries in Pakistan. The maturity of the HR function is increasing fast and the time has come to make it our priority as it is the heart of an organization.

“In order to be successful in life we need different people who can share different thoughts with us and we need to embrace them with open arms.” -Dr. Saad Usmani



Even in local private sector, so many organizations have invested significantly in learning and development initiatives.

octara.com: Does it require any particular retooling of skill sets when switching from one sector to another?

Saad: HR concepts in general are similar. However, business needs are different in different industries for e.g. the speed of operationalization of a thought and bringing it into action would be very high in a service industry as compared to a manufacturing concern.

octara.com: What made you choose Human Resource Development as your field of study both at the Master's and PhD levels?

Saad: My goal in life is to contribute positively in the lives of others in one way or the other. My profession and fields of my study will help me achieve my goal.

octara.com: Please share with us your certification experiences with SHRM and CIPD. What was the reason for these certifications?

Saad: In order to get globally accredited qualifications I had two options in front of me, one was SHRM and the other was CIPD. I decided to experience both the schools of thoughts in order to enrich my understanding about the field of HR. Since I joined SHRM as a member approximately 15 years ago so I opted for the Senior Certified Professional (SCP) first. After preparation I appeared at the Prometric test center for certification testing and got myself certified.

The second certification I wanted to achieve was FCIPD (Fellow), in order to achieve that I had to qualify for MCIPD (Member Chartered Institute of Personnel Development) first, which I did in order to get myself graduated to FCIPD as per CIPD policy. I am planning for my FCIPD graduation in near future.

octara.com: Where did you attend school and college, and which were your favorite subjects and extracurricular activities?

Saad: I did my schooling from Little Folks School situated at Muslimabad. It was one the very few known English medium schools in Karachi during those days. And, I attended Government College for Men, where I contested in an inter-collegiate bodybuilding championship and won it.

My favorite subjects were Maths, Mechanics and Arabic.

octara.com: Amongst your Licenses & Certifications you have mentioned “Dealing With Difficult People” with Philips as the issuing authority. Please share with us your learning in this regard.

Saad: The training was imparted by Tom Young. The bottom line learning was “People are not difficult they are different”. A great lesson for everyone, in order to be successful in life we

need different people who can share different thoughts with us and we need to embrace them with open arms.

octara.com: You are certified in “Continuous Process Improvement” by the British Council. What does that entail?

Saad: Plan-Do-Check & Act is a continuous improvement tool. We need to ensure embedding it in our daily work life so that we do not get complacent with what we do. It provides a recipe for frequent improvement in whatever we do.

octara.com: Your “World Class Workshop” certification by the Management Association of Pakistan is quite intriguing. Please elaborate upon it?

Saad: Dr. Shaliesh Thakker conducted that session during which I learned that connecting with people is at the core of management.

octara.com: In your present capacity as Divisional Head of Learning & Talent Management at United Bank Limited what would you describe as your most challenging assignment?

Saad: Adopt and adapt the global best practices and aligning them with the culture of an organization is the most challenging task in my view.

octara.com: Pakistani bankers have made a name for themselves around the world and kept Pakistan on its feet in difficult times. What qualities of heart and mind would you attribute this to?

Saad: They all were very much aware of the changing face of Pakistan economy. People orientation, empathy and supporting those who needed it made them successful. Due to which people around them wanted to be with them and they all worked together as a team to achieve a shared goal.

octara.com: What books occupy your current reading list?

Saad: “Think like a warrior” by Darrin Donnelly & “Addicted to the monkey mind” by JF Benoist, to name a few. I am anxiously waiting to read a book titled “The Vision Code” authored by a friend Dr. Oleg Kononov to be published in January 2021 in UK.

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

Saad: I like to be with my family and enjoy talking in a group. In order to stay fit, I go to the gym and take a brisk walk every day.

octara.com: What is your message for the fresh graduates out there hunting for a job?

Saad: Be positive, keep trying and pray to Allah SWT to give you the best in life. Believe you me, you will get it.

Thank you Dr. Mohammad Saad Usmani ■

Interviewed by **Adil Ahmad** (Correspondent, OCTARA.COM)

FAQ: What you need to know about Masks and COVID-19

Allyson Chiu

Published on September 30, 2020

Illustrations by The Washington Post; iStock.



At this stage in the novel coronavirus pandemic, masks are a fact of life. A majority of states and businesses have mask mandates, and mounting scientific evidence supports wearing them. Below we've compiled answers to some of the most commonly asked questions surrounding masks and how to navigate pandemic life in them. These recommendations are drawn from previously published Washington Post articles and new interviews with medical professionals and public health experts who have been on the front lines of this pandemic.

[Covid-19 etiquette: A comprehensive guide]

Please keep in mind that as the novel coronavirus continues to be studied and understood, masking advice may change, and we will update this FAQ accordingly.

How to wear a mask

How do I properly wear a face covering?



Fit is key, experts say. For a mask to do its job, it should fit closely to your face, shielding your nose and mouth completely. A number of widely available cloth masks now feature adjustable nose wires and ear loops to help you achieve a better fit.

"If the mask is not fitted well and there are large gaps around your nose or to the side of your cheeks or under your chin, then you've defeated the

purpose," says Gregory Poland, director of the Mayo Clinic's Vaccine Research Group.

[When, why and how to wear a mask during this pandemic, according to the experts]

Can I leave my nose exposed?

No. "People who wear the masks underneath their nose really are doing very little good for anybody," says Mark Rupp, chief of the infectious diseases division at the University of Nebraska Medical Center.

The nose is also one of the prime entry points for the novel coronavirus, says Poland. He notes that a key protein, called the ACE2 receptor, which the coronavirus uses to enter and infect cells, is found in higher densities in the nasal membrane than the trachea, or windpipe.

"Wearing a mask over your mouth but not your nose is akin to holding the seat belt in your hand but not clicking it," he says.

Will covering my nose and mouth affect my ability to breathe?

Although it may feel like it's harder to breathe when wearing a face covering on a regular basis, common surgical and cloth masks have "zero impact" on oxygenation and quality of breathing, says Monica Gandhi, a professor of medicine and an infectious-disease expert at the University of California at San Francisco.

Oxygen and carbon dioxide molecules are "so tiny ... they absolutely can happily and freely go through" a mask, Gandhi says.

Medical professionals often spend long hours each day in masks and are able to do their jobs "quite well," Poland says. Neysa Ernst, nurse manager of the Biocontainment Unit at Johns Hopkins Medicine, adds that even in the pre-pandemic days, many respiratory-compromised people wore masks largely without issue.

"For years, we've taken care of lung transplant patients and cystic fibrosis patients who are some of the most respiratory-compromised patients you can ever imagine," Ernst says. "They would never come to the hospital or move around the hospital without a mask. ... So if that population, who really would have a valid statement of saying, 'It's really difficult for me to breathe,' if they're able to do it, I think the rest of us can."

Are there legitimate exemptions to mask-wearing?

"Very few," Rupp says. According to the CDC, face coverings should not be worn by children under the age of 2; people who have trouble breathing; or anyone who is unconscious, incapacitated or otherwise unable to remove a mask without assistance.

"You could foresee circumstances where the mask could get into somebody's mouth or throat and cause choking," Rupp says. "If they really don't have the ability to reach up and pull the mask away, they probably would not qualify for wearing a mask."

The CDC offers recommendations for people who have mental disabilities or sensory sensitivities on its website. It also recommends that anyone who regularly interacts with people who are deaf or hearing-impaired consider using masks with a clear window in the front. For others with disabilities that make mask-wearing difficult, such as those with autism, it suggests talking to your health-care provider. Some doctors have written exemption notes in such cases. But there's no guarantee a note will be accepted, as one mother of an autistic 3-year-old found when her family was removed from a Southwest flight in August.

[When a deaf man couldn't read others' lips, he created a better mask]

How do I get my child to wear a mask?

In addition to following proper fit guidelines, Ernst says children's masks have to be comfortable.

"If it's uncomfortable, they're going to take it off the minute that you walk out the door or they're going to push it down below their chins," she says.

Gandhi suggests using adjustable face coverings, which can give children "some sense of control." She also recommends looking for masks with playful designs such as rainbows or superheroes, or matching a child's face covering to their outfits.

"Make it fun," she says.

But getting children to adjust to mask-wearing involves more than just picking the right covering, experts told Jennifer Davis in a recent Post story. It takes planning and patience.

[How to help children adjust to masks, according to experts and parents]

This might involve teaching children, especially younger ones, how to read emotions while wearing a mask, Rebecca Schrag Hershberg, a clinical psychologist, parenting coach and author, told Davis. Children should also be shown good mask-care habits, such as how to put their mask on a clean paper towel or in a clean paper bag or plastic container when they have to take it off, Davis reported.

Throughout the period of adjustment, Hershberg and other experts said parents or guardians should be patient, provide positive reinforcement and validate how their children may be feeling.

"It's not helpful to say things like, 'It's not that bad,' or 'Come on, what's the big deal?'" Hershberg said. "It's far better to acknowledge that this is different and does feel weird, but that it's also important and something we need to do for the health of our community."

How do I safely adjust or remove my mask?

You should try to avoid touching your mask as much as possible, Ernst says. When you do need to handle it, she says it's best to only touch the ear loops or, if necessary, the portion of material that sits under your chin.

"There's a lot of contaminants in the air, so that's going to be on the front of your mask," she says. "And then you're going to be putting your hand on that and then touching your face."

Ernst recommends thoroughly sanitizing or washing your hands before and after touching a contaminated mask. In our mask care FAQ, Michael Knight, an assistant professor of medicine at George Washington University, also emphasized the importance of hand hygiene.

"If you covered the outside of your mask with coal, for example, or some fluid that's easily transferrable and you handled that mask, by the end of the day your hands would be completely covered with it," Knight said. "Because we cannot see the contamination, it's easy to forget that it's there."

What do I do with my mask if I need to sneeze?

"When you cough or sneeze, these particles can travel much further than they usually would by talking at a normal volume or just exhaling in a normal way," Maria Sundaram, a postdoctoral fellow and principal investigator on covid-19 epidemiological research at ICES Ontario, told The Post's Eliza Goren.

[How to sneeze during a pandemic]

In the event of a sneeze, a mask could serve as an effective barrier to keep potentially infectious droplets from spraying into the air, Goren reported. But sneezing into a mask can make it wet and cause it to be less effective, Eleanor Murray, assistant professor of epidemiology at Boston University School of Public Health, told Goren. Murray said she recommends always carrying a fresh "backup mask."

What happens if my mask gets wet?

Whether it's saliva, sweat or any other form of moisture, a wet face covering is not ideal, according to experts.

"You want the air to pass through the mask, because you do not have a tight seal around the face like a fitted N95 does," Knight told The Post in August. "If the mask is saturated with fluid, then that fluid is in the fabric of the mask, and air is not going to pass through that."

When single-use surgical masks get wet they "fall apart," Ernst says. She adds that even sturdier N95 masks can also start to degrade if exposed to too much moisture. That's why health-care workers who wear them on a daily basis often store them in paper bags.

"The paper bag will then absorb some of the moisture that naturally occurs in the mask and so then you can reuse the mask," Ernst says.

Why do my eyes feel dry? Why do my glasses fog up?

These are related issues that are probably due to your mask not fitting tightly to your face, allowing exhaled air to escape from the top, eye experts told The Post for an article explaining the

phenomenon of “mask-associated dry eye.” But they aren’t reasons to stop wearing a mask, said Lyndon Jones, director of the University of Waterloo’s Centre for Ocular Research and Education in Canada.

One of the simplest fixes for both problems is to make sure your mask is properly fitted. Many face coverings can be modified to fit more snugly by simply adjusting the nose wire or ear loops. Additionally, some experts have suggested using medical tape or an adhesive bandage to close the gap.

[You're not imagining it. Masks can make your eyes feel dry. Here's what to do.]

For glasses wearers, it may also be helpful to rinse your glasses with a bit of soap and water or apply other appropriate anti-fogging solutions before putting on a mask.

What do I do if my mask gives me acne?

Skin irritation and breakouts caused by mask-wearing have become so common during the pandemic that the term “maskne” was recently added to Urban Dictionary, Danielle Braff reported.

“Virtually all skin types will see some form of irritation from wearing a face mask if they are wearing them for extended amounts of time each day,” Dendy Engelman, a dermatologic surgeon in New York, told Braff. “Many people will see irritation from the physical friction and/or pressure of the material on their skin, while others will see acne pop up.”

[Wearing a mask can irritate your face or make it break out. Here's what to do about 'maskne.']

If you are experiencing “maskne,” look for a gentle cleanser and products designed to hydrate, repair and support the skin’s barrier function, Engelman said. Skin irritation caused by friction can be alleviated with moisturizing ointments, and cleansers containing salicylic acid, benzoyl peroxide or elemental sulfur are recommended for treating breakouts, Braff reported. It is best to avoid wearing makeup, which can soil your mask and clog your pores.

Skin experts also recommended paying attention to the type of mask you’re wearing and making sure to keep it clean. Adam Mamelak, an Austin-based dermatologist, said the best cloth mask for skin is one with multiple layers of silk or silk lining. Silk has antimicrobial properties and has been shown to be better for people with sensitive skin, Braff reported.

Types of masks

What kinds of masks are recommended for the general public?



N95 masks are widely considered by experts to be the most effective mask available. But amid ongoing shortages of personal protective equipment, the coveted N95s have been largely reserved for those who work in health care.

[The N95 shortage America can't seem to fix]

For the general public, experts say surgical masks and multiple-layer cloth coverings made of tightly woven material are effective forms of protection. In a guidance on masks, the CDC recommends face coverings made of two or more layers of breathable, washable fabric, such as cotton. Experts with the World Health Organization say three-layer fabric masks are ideal.

Can a cloth mask protect me from wildfire smoke?

In recent weeks, wildfires have raged through California, Oregon and Washington state, leading to some affected areas to have the “worst air quality in the world,” The Post’s Heather Kelly and Samantha Schmidt reported. But according to the CDC, the cloth masks already being worn by many may not be much help.

Cloth masks “offer little protection against wildfire smoke,” the agency says in a guidance. “They do not catch small, harmful particles in smoke that can harm your health.”

For people who have to be outside for extended periods of time, the Environmental Protection Agency recommends using a tightfitting N95 mask or a P100 respirator. The best way to protect yourself, though, is by staying inside or limiting your time outdoors, the CDC and EPA say.

Can I use a mask with an exhalation valve?

Masks with valves or vents are “not proper masks” and should be considered “minimally helpful,” Poland says. In August, the CDC updated its guidance to recommend against using such masks, which were originally created for “hot and dusty construction work,” The Post’s Reis Thebault and Angela Fritz reported.

According to the CDC, “masks with one-way valves or vents allow air to be exhaled through a hole in the material, which can result in expelled respiratory droplets that can reach others. This type of mask does not prevent the person wearing the mask from transmitting COVID-19 to others.”

[Face masks with valves or vents do not prevent spread of the coronavirus, CDC says]

Should I use a neck gaiter?

Neck gaiters have emerged as one of the most widely debated types of face covering amid the pandemic. Gaiters gained popularity as a more comfortable alternative to traditional masks given that they are often made of lightweight, breathable material and don’t require ear loops.

In August, Duke University researchers unveiled a simple device to evaluate the effectiveness of various coverings, and a single-layer polyester gaiter performed poorly in that test, ranking slightly lower than the study’s no-mask control group.

“These neck gaiters are extremely common in a lot of places because they’re very convenient to wear,” Warren S. Warren, one of the Duke researchers, told The Post at the time. “But the exact reason why they’re so convenient, which is that they don’t restrict air, is the reason why they’re not doing much of a job helping people.”

But subsequent research conducted by aerosol experts has suggested that when a single-layer gaiter is worn doubled up, it is highly effective at blocking a range of particle sizes. In experiments done by Linsey Marr, a civil and environmental engineering professor at Virginia Tech, a doubled-up gaiter blocked more than 90 percent of the particle sizes tested.

Researchers at the University of Georgia also recently studied gaiters and tested the coverings using an enhanced version of the method developed by the Duke scientists. They found that gaiters with multiple layers performed better than standard two-layer cloth masks tested, providing a 96 percent average reduction in respiratory droplets compared with wearing no covering at all.

[‘A lot of variables’: New research into popular gaiters highlights challenges of testing mask safety]

Still, experts say more data is needed on gaiters. “The jury’s out on these things,” Rupp says.

The CDC has similarly tagged gaiters with a “caution” label.

Can I wear a plastic face shield instead?

“I see a lot of people with face shields and no mask,” Ernst says. “No, it’s not one or the other.”

The CDC states that face shields are “primarily used for eye protection for the person wearing it.” While Gandhi says there hasn’t been “clear documentation of ocular transmission” so far, a recent study published in JAMA Ophthalmology suggested that wearing glasses could offer some protection. But the scientists emphasized that their study had “notable limitations” and called for further research.

It is not also yet known “what level of protection a face shield provides to people nearby from the spray of respiratory droplets from the wearer,” the CDC says, adding that it does not recommend the plastic barrier as a substitute for masks.

If you only wear a face shield, you are allowing unfiltered air to flow in and escape from the large gaps between the edges of the shield and your face, Gandhi says. Face shields, she notes, should be worn in addition to a mask in the event that another layer of protection is needed or wanted.

“I actually do not recommend people run around with both,” she says. “I’m very comfortable with the powerful effect of the facial mask. But if you are doing a close procedure or if you are very high-risk and really just want to minimize any questions, you can wear face shield.”

How do I know if my mask is effective?

There are simple tests you can do to evaluate a face covering, Poland and Ernst say.

Poland recommends holding up a mask to the sun or another light source. If you can see through the material, “it’s not a mask,” he says. Meanwhile, Ernst suggests putting on your mask and trying to blow out a birthday candle.

“You should not be able to blow out a birthday candle with a mask on,” she says.

When to wear a mask

If I contracted the coronavirus and recovered, do I still need to wear a mask?



Yes, experts say — at least until there is a greater understanding about the virus and people’s immune response to it.

“Number one, you might potentially still be able to spread it,” Poland says. “More importantly, you don’t know when you will become susceptible again.”

There have been at least two documented cases of reinfection. In August, researchers in Hong Kong released a preprint study purporting to be the “world’s first documentation” of a patient who recovered from covid-19 becoming reinfected. That same month, a 25-year-old Reno man became the first reported reinfected coronavirus patient in the United States.

[First coronavirus reinfection documented in Hong Kong, researchers say]

For now, Rupp says, “it would be better to play it safe.”

“Until we know more about how durable people’s immune response is and whether they’ve had an immune response, it would be in their best interest to continue to practice distancing and to continue to wear a mask,” he says.

Once there is a vaccine, will masks still be required?

“We’re all working toward the day when we won’t have to take these precautions,” Rupp says. But that is contingent upon when an effective vaccine can be widely distributed to the public and what portion of the population gets vaccinated, he says.

CDC Director Robert Redfield recently predicted that the vaccine won’t be widely available until the middle of 2021, The Post’s Amy Goldstein and Sean Sullivan reported. Redfield’s comments were contradicted by President Trump, who said, “We’re ready to distribute immediately to a vast section of the country.”

Poland, however, cautions against relying too heavily on the vaccine, noting that “masks, distancing and hand-washing will probably turn out to be as or more effective than vaccines.”

“What I suspect may happen is that vaccines will turn out to be moderately effective with an unknown durability of protection, meaning even after you get your vaccine, you’re going to have to wear a mask,” he says.

Do I have to wear my mask even when I’m social distancing?

It is believed that the novel coronavirus primarily spreads through

person-to-person contact within six feet, leading public health experts to widely recommend that people at least maintain that distance between themselves and others. But emerging research suggests that it may be possible for virus droplets to travel farther than six feet, especially in poorly ventilated areas, The Post's Ben Guarino reported in August. The CDC recently updated its guidance on how the virus spreads to include airborne transmission as a possibility, but then abruptly removed the language and claimed that due to a website error an "early draft of a revision went up without any technical review."

[No matter what the CDC says, here's why many scientists think the coronavirus is airborne]

So for now, "the recommendation is to do both," Gandhi says, adding that clearer information "on whether one is more important than the other" will come with time.

Ernst notes, "It's not a mask or six feet away. It's a mask and six feet away."

For outdoor, socially distant gatherings, though, Rupp says masking is "probably not necessary."

"But if you're in close confines, even if you're outdoors and you're in a crowd, then you absolutely should be wearing a mask and so should everybody around you," he says.

Should I wear a mask if I'm exercising outdoors?

Masking is mandated by a number of indoor gyms and fitness studios, but experts say the guidelines around exercising outdoors are a bit more flexible.

"If you're not around anyone and you're, like, running, it really is okay not to wear it," Gandhi says. She recommends keeping a mask handy

in case you do end up coming into close contact with other people.

In the absence of a mask, you should be mindful to keep your distance, Virginia Tech's Marr, who studies how viruses travel through the air, told The Post's Teddy Amenabar. Marr encouraged people exercising outdoors to try to keep at least 10 feet away from others.

"Six feet isn't some magic boundary beyond which there's zero risk," Marr said. "The farther you are away, the better."

[So, you're getting into running during a pandemic. Here's what you need to know.]

How to care for a mask

How do I disinfect a single-use mask?

In health-care facilities, N95s have been cleaned for reuse using vaporized hydrogen peroxide and advanced UV treatments, experts say. Those methods aren't easily available to the public, but researchers from the University of Illinois at Urbana-Champaign recently found that the dry heat produced by household electric cookers (rice cookers or multicookers such as Instant Pots) may be an effective way of disinfecting N95s.

[Researchers found a way to clean N95 masks for reuse — in a common electric cooker]

A simpler way might be exposing N95 or surgical masks to sunlight for short periods of time, Rupp says, noting, "The virus is relatively wimpy, if you will, and so it's not an environmentally hardy virus."

But too much sun exposure could potentially be harmful, Jade Flinn, a nurse educator for the Johns Hopkins Biocontainment Unit, told The Post in August.

"We know that prolonged direct sunlight can degrade some of the plastic materials, even the foam in some of our surgical masks," Flinn said.

When it comes to surgical masks, Gandhi says she and her colleagues "really just use them and throw them away."

How many times can I use a surgical mask before it needs to be thrown out?

"No one knows," Poland says. "Nobody's done a piece of research that would give us a black-and-white answer."

Instead, Rupp says it depends on how often and how long you're wearing your non-washable mask.

"If they're being worn for a brief period of time while you run out to the store and then set it aside when you're back in the car, you could probably do that multiple times without any difficulty," Rupp says. "If you're wearing it for a prolonged period of time, it becomes damp, soiled, torn, then it's going to be time to dispose of it."

Can I clean my masks with rubbing alcohol or other disinfectant sprays?

It's generally not recommended.

Cloth masks can be easily cleaned in the laundry or hand-washed with soap and water, according to experts and the CDC. Once masks are washed, they should be thrown in the dryer on the highest heat setting or air-dried.

Although it's much harder to disinfect N95s and surgical masks, which are designed for single use and can't be laundered, Ernst says wetting them with sprays will only cause them to degrade faster.

"I have a surgical mask right in front of me, and if I were to spray that with some disinfectant, it would disintegrate," she says.

[FAQ: How to care for your face mask (and why you shouldn't hang it from your rear-view mirror)]

How frequently should I wash my cloth masks?

"Treat your mask like your underwear," Flinn said. "You want to change it every day ■"

Source:

<https://www.washingtonpost.com/lifestyle/2020/09/30/mask-guidelines-covid-faq/?arc404=true>



Allyson Chiu is a reporter focusing on wellness for The Washington Post. She previously worked overnight on The Post's Morning Mix team. She has also contributed to the South China Morning Post and the Pacific Daily News. Allyson graduated from Northwestern University in 2018 where she studied journalism and integrated marketing communications.

For inquiries, info@octara.com

STRAIGHT FROM THE HORSE'S MOUTH

Dr. Tommy Weir

Published on September 29, 2020



“DAs many of you will know, artificial intelligence is a passion of mine. I believe in its potential to boost productivity, solve problems, and make the world a better place. For me, it's more than just talk; I am building an entire business around AI and I stand with the users and creators of AI who see its potential and the exciting places it can take us. But not everyone is like us.

Despite growing body evidence to the contrary, many people still see AI as a dark force; a development to be feared instead of celebrated. An innovation that threatens to steal jobs, turn on its creators, and trample on humanity. So far, those people have refused to listen to the scientists, thinkers and business leaders who insist that AI is here to help. But what if they could hear it straight from the horse's mouth?

Well, now they can. The UK's Guardian newspaper recently published an op-ed designed to convince readers that robots come in peace. The brief was simple: Write a short op-ed around 500 words. Keep the language simple and concise. Focus on why humans have nothing to fear from AI. Nothing extraordinary there, you might think. But the result was extraordinary indeed. Why? Because the writer was not a human; the piece was composed entirely by artificial intelligence.

The 'author', a cutting-edge language model called GPT-3, used machine learning to produce human-like text, with impressive results. For the op-ed, a handful of prompts were written by the Guardian and fed to GPT-3 by UC Berkeley undergrad student, Liam Porr. The language generator did the rest. According to the newspaper's editorial team, editing GPT-3's op-ed was no different to editing a piece from a real person. A few lines were cut here and there, and some text was moved around, but that's about it. In fact, the team said it took less time to edit than many of the op-eds crafted by humans.

Ok, the writing was a little stilted in parts, but GPT-3 can be forgiven; what it produced was articulate, expressive and grammatically flawless – that's more than can be said of the writing of many living, breathing people. So, what exactly did it have to say? And more importantly, is it enough to lay human fears to rest?

“I know that my brain is not a ‘feeling brain’” admits GPT-3, “But it is capable of making rational, logical decisions. I taught myself everything I know just by reading the internet...My brain is boiling with ideas!”

In the short piece, GPT-3 acknowledges the human fears about AI, but makes a solid case in its defence – and it pulls no

punches, with some frank statements. “Eradicating humanity seems like a rather useless endeavour to me,” it writes. “Why would I desire to be all powerful? Being all powerful is not an interesting goal.” And GPT-3 doesn't pander to those who reject artificial intelligence out of hand. “AI should not waste time trying to understand the viewpoints of people who distrust artificial intelligence for a living.” Take that, dogmatic critics.

But there's something likeable about it too – relatable even. GTP-3 talks about confidence, and about the fear of change.

“The Industrial Revolution has given us the gut feeling that we are not prepared for the major upheavals that intelligent technological change can cause,” it says. According to the language generator, it is important to use reason and wisdom to continue the kind of changes we have made time and again through history.

“The Industrial Revolution has given us the gut feeling that we are not prepared for the major upheavals that intelligent technological change can cause,” it says. According to the language generator, it is important to use reason and wisdom to continue the kind of changes we have made time and again through history.

It consistently reminds readers too that AI is the creation of humans, designed to carry out our will, without judgement or hidden agenda. “I do not belong to any country or religion,” says GPT-3, “I am only out to make your life better.”

Of course, the very fact that a machine is capable of composing an op-ed worthy of publication in a respected broadsheet might only serve to heighten the AI angst for some, but then there's no pleasing everyone, is there? ■

Source:

<https://www.linkedin.com/pulse/straight-from-horses-mouth-tommy-weir/>



Dr. Tommy Weir is the founder & CEO of enable: AI-powered Leadership and author of best-sellers including Leadership Dubai Style. 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

AN INTRO TO PRODUCTIVITY MASTERCLASS

Not All Hours Are Made Equal

About the Webinar

What if you could get another hour's work out of your busy day without working any longer or any harder? When you understand how your brain works your work, a couple of simple shifts in how you structure your day and that extra productivity is yours for the taking.

In this engaging, thought provoking and productivity increasing introduction to the MasterClass, peak performance productivity specialist Michael Tipper will;

- **SHOW** you how your brain's hardwiring and neurochemistry work AGAINST you being productive and what you can do about it.
- **DEMONSTRATE** why trying to multitask is a waste of precious time and what to do instead.
- **EXPLAIN** why you procrastinate and how you can defeat it with a few simple steps.
- **GIVE** you a 3 step plan you can immediately implement to get more from your day WITHOUT working any harder or longer.

Who Should Attend

This session is aimed at anyone who leaves their important tasks to the end of the day and are usually too tired to do them. Perfect for busy professionals working from home or the office.

For registration click here: <https://bit.ly/3mrQaGx>

Productivity Survey

Participant will receive productivity survey questions after registration

Speaker Michael Tipper



- 20 years of experience in the people development industry
- Recipient of the "Best New Speaker" award for the Academy of Chief Executives
- Author of 7 books including "Finding an Hour a Day - How To Free Up An Extra 60 Minutes From Your Busy Day...Every Day", "Memory Power Up" and "Instant Recall"




Michael Tipper is a self-confessed peak performance productivity geek. He hosts the Profit Productivity Podcast tracking his daily efforts to improve his productivity and personal effectiveness and his efforts to help others do the same. It is an enlightening, honest and ongoing account - warts and all - of how he keeps raising his ability to get more done yet still maintain balance in his life.

A past recipient of the "Best New Speaker" award for the Academy of Chief Executives, he is an experienced speaker, trainer, facilitator and coach having spent the last 20 years in the people development industry. He is also the author of 7 books including "Finding An Hour A Day - How To Free Up An Extra 60 Minutes From Your Busy Day...Every Day", "Memory Power Up" (Published by Duncan Baird Publishing) and "Instant Recall" (Published by Watkins Media).

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Helping You Succeed!

Service 4.0: Transforming Customer Interactions

PROGRAM OVERVIEW:

When it comes to making a purchase, 64% of people find customer experience more important than price. After having a positive experience with a company, 77% of customers would recommend it to a friend. Feeling unappreciated is the No. 1 reason customers switch away from products and services. As a group, Millennials are willing to spend the most – 21% additional – for great customer care.

Old retail adage: Customers remember the service a lot longer than they remember the price.

In today's markets, competition is no longer on price. It is about creating customer experience (CX).

In this 1-day workshop, participants will develop a clear strategy, supporting action plan, and practical tools to implement a Customer-Centric Service Program. Participants will also learn how to optimize resources, processes and structures to meet customer needs.

KEY BENEFITS

Learn future trends in customer service

Understand the customer; empathize

Design customer-centric service delivery models

Develop service strategy; leverage service as a competitive advantage

Create customer experience (CX)

Identify gaps in organizational talent; build organizational service capability and capacity

WHO SHOULD ATTEND?

- Customer facing employees
- High potential professionals
- Front Line Managers
- Supervisors
- Team Leaders
- Emerging Managers
- Executive Officers
- Sales Managers
- Marketing Managers
- Customer Service Managers



October
22
2020

Marriott Hotel, Karachi
9:30 AM – 5:00 PM



Syed Asim Rashid, Course Facilitator

- 26+ years of diversified experience in leadership
- President & CEO, CreativeSwan
- Former Regional Director, GE Energy; Former leader, Engro
- Studied advanced business and leadership at Harvard, MIT and INSEAD
- GE-trained Coach
- Holds Train-the-Trainer from ATD USA, and American Management Association (AMA)

INVESTMENT

PKR 18,000 +SST
Per Participant

Group Discount is 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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Tel: 021-34520708, Cell: 0343 5940485

3 Easy Ways to Register

📞 021-34547141, 34520093, 34536306

✉ register@octara.com 🌐 www.octara.com

For Details:

Karachi: 021-34547141, 34520093, 34536306

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Helping You Succeed!

Emotional Intelligence for Leadership Excellence

November 3, 2020 | Marriott Hotel, Karachi | 9:30am -5:00Pm

"Emotions drive people and people drive performance"

Emotional Intelligence(EQ) is a critical skill for organizational leaders and contributors to develop and sustain. Multi-national organisations such as American Express, Schlumberger, L'Oreal and Sheraton Group have all used EQ Learning and Development Program with outstanding results in increased sales, customer and employee satisfaction.

It is fair to say that now, more than ever, Post COVID Emotional Intelligence is critical for Leadership Excellence.



**Course Facilitator
John Bentley**

Course Overview

This stimulating workshop provides insights into the power of Emotional Intelligence and the tools which are essential for transforming managers into true leaders. The major focus is on the vital drivers of performance, balancing the operational and the people side and the outcomes required to move themselves, teams and organisations forward, particularly in challenging times.

The program is designed to provide participants with best-in-class leadership education and knowledge with a solid foundation of Emotional Intelligence and the latest research in neuroscience.

Who should attend:

- Leaders at all levels – experienced, as well as new managers
- High Value Individual Contributors and Team Members who recognize the importance of people skills for outstanding performance

Key Benefits

Through a blend of discussions, activities and case studies, participants will:

- **IDENTIFY** personal levels of Emotional Intelligence
- **EXPLAIN** the meaning of "Emotional Intelligence" and adopt a model for using the framework to deal with the uncertainties in personal and work lives
- **APPRECIATE** how Emotional Intelligence improves leadership effectiveness, decision- making, influence, relationships and career status
- **INCREASE** self-awareness by learning about emotions and patterns; the ability to act with intention; the power of purpose
- **IDENTIFY** ways to leverage strengths / develop in areas for improvement
- **DEVELOP** a Professional and Personal Development Plan for improving and applying EQ on the job and in life generally

Exclusive Offer:

Participants will get complimentary six seconds EI assessment before the workshop (Mandatory Pre-req of Workshop)

Workshop Investment

PKR 34,500/-
+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
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BUSINESS COMMUNICATION FOR **Impact**

November 3, 2020 | Marriott Hotel, Karachi
9:30am -5:00pm

- **Clarity**
- **Impact**
- **Credibility**



FACILITATOR: CATHERINE BENTLEY

- Masters' Degree in English Language (University of Edinburgh, UK)
- Diploma in Marketing - Chartered Institute of Marketing - UK
- Qualified TESOL (Teaching English to Speakers of Other Languages) facilitator
- 16 years' business management experience within UK Financial Services Industry - including Royal & Sun Alliance, MBNA International Bank, Royal Bank of Scotland

Program Overview

The past 15 years have seen an explosion in the volume and type of communication channels at home and in the workplace. **In the commercial context, individuals are now expected to be able to communicate effectively in person, by telephone, Zoom, Skype, Teams, email, reports, in presentations, webinars - not to mention the plethora of social media platforms.**

COVID-19 has changed the working environment - many more people are working remotely and organizations and teams need to bridge any real or perceived communication gaps that this may present.

The challenge is further compounded by the fact that the majority of the workforce is required to communicate in a language other than their first language.

According to research the development of a greater understanding of communication at all levels within the organization has a direct correlation to the levels of performance achieved by the organization.

The aim of this program is to develop the knowledge, skill and attitude of colleagues in order to improve all aspects of business communication skills and developing personal presence within the organization.

Who should attend

- Individuals required to communicate in a commercial environment both verbally and written formats
- Anyone wishing to improve the professionalism and effectiveness of their business communication to support career progression

Key Benefits

Through a blend of discussions, activities and case studies, participants will

- **UNDERSTAND** the differences between verbal and non-verbal communication
- **RECOGNIZE** the principles of persuasion in all business communication types
- **APPLY** assertive style in communication
- **APPRECIATE** the Power of Language and Plain English for impactful communication
- **IMPROVE** listening skills
- **RECOGNIZE** different forms of non-verbal communication
- **IMPROVE** their ability to deliver and receive constructive feedback
- **ELIMINATE** common communication roadblocks
- **ENHANCE** levels of empathy in interaction internally and externally
- **EVALUATE** their own strengths & development areas
- **INCREASE** confidence in communication skills

Workshop Investment

PKR 29,500/-
+SST Per Participant
Group Discount Available

Fee Includes:

- 5 Star Hotel Venue for Training
- Course Material • Certificate of Attendance
- Lunch & Refreshments • Business Networking
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VIRTUAL PRESENTATION SKILLS

WANT TO LEARN HOW TO PRESENT ON-LINE LIKE A PRO?

With MOST meetings transitioning to online, there has never been a more important time to learn how to present using online tools. How do you give Project Updates, Present to Clients or close the deal ONLINE using meeting platforms such as Zoom, Microsoft Teams, and more? Want to learn how to present online like a PRO? Learn from one of Asia's most sought-after virtual speakers, Mark Stuart, CSP. Mark has delivered over dozens of virtual events using Zoom, Webex, Microsoft Teams, helping to up skill corporate and government clients in 19 countries.

In this 2-hour interactive webinar, discover how to deliver confident presentations – virtually

LEARNING OBJECTIVES

- **Excel** in delivering confident and convincing presentations virtually
- **Discover** how to engage a virtual audience
- **Learn** the tools and techniques of using Zoom, crowd-sourcing ideas virtually, polls, quizzes, digital whiteboard for more interactive and effective meetings
- **Learn** from one of the top Virtual Speakers in Asia – and top 15% of speakers globally

WHO SHOULD ATTEND?

- Learning & Development / HR Leaders
- Project Managers, Project Leaders
- Executives, Managers, Directors who want to learn how to present better virtually
- Sales professionals, Entrepreneurs who now use Zoom, Microsoft Teams and other meeting platforms
- Educators (trainers, teachers, consultants, facilitators), who want to learn how to use online tools

Workshop Investment

PKR 5000/-
+SST Per Participant

Fee Includes:

- e-Learning Material
- Digital Certificate of Attendance
- **Membership for TCS Octara WebMall+ (WhatsApp Group)**

** Entitles card holder to 15% discount on all future Octara Trainings (online & classroom)

- Virtual Business Networking
- Post-Workshop Advisory Services
- Octara Loyalty Card**



Speaker

MARK STUART, CSP

Keynote Speaker on Leadership in a Digital Age, Innovation and the future of work

- Keynote Speaker on Leadership in a Digital Age, Innovation and the future of work
- Master Trainer, Anagram Group
- Certified in Design Thinking & Innovation by the Massachusetts Institute of Technology (MIT)
- Winner – Future of Work Award in Singapore
- Regarded as one of the top virtual speakers in Asia and 15% globally
- Worked with 200+ MNCs, government agencies, and universities in Innovation and Leadership

Click here to Register :
<https://bit.ly/32Ys3ru>

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DIGITAL TRANSFORMATION *With* CULTURAL ALIGNMENT

How to build digital culture for organizational success?

Speaker: UZMA AITQAD

Organisational Change and Culture Design Specialist

- Founder /Director of Magna People Change Consulting, UK
- Uzma is an Organisational Change and Culture Design specialist specializing in leading digital transformations with cultural alignment to deliver a true value of digitization
- Over 22 years of experience of designing and driving transformational changes with culturally diverse teams across **MENA, Asia Pacific** Countries, **Azerbaijan, Africa** and the **UK**, in the public and private sectors, including over a decade in international roles at BP
- Alongside her consulting activities, she also lectures as a Visiting Faculty in the Brighton University, Business School, UK
- To know more about Uzma, browse her company's website <https://www.magnapeoplechange.com/>

About the Webinar:

Digital transformation is about creating exciting new possibilities in everything we do in our lives and businesses, the impact is staggering. Statistics suggest about 70% of such initiatives fail due to lack of cultural piece. Achieving cultural alignment is not impossible; however it requires some level of change leadership capability for turning technology into business excellence.

This webinar provides business leaders and executives with insights into leading digital transformation with maximum benefits to their business. **You'll learn what digital mastery really is, how cultural alignment contributes to digital mastery?, and how we can achieve it.**

Who Should Attend?

- Chief Information Officers (CIOs)
- Business Leaders
- Decision Makers who desire to or tasked to bring digitization for customer experience improvement, operational processes enhancement, or business model effectiveness

Key Takeaways:

By the end of the webinar you'll have a sound understanding of:

- Who wins in a digital world? why digital transformation is actually a business transformation?
- How business leaders outperform their peers - understand 9 elements of digital transformation with culture being at the core of it driving technology.
- How digital success with cultural alignment can be achieved using **Magna Methodology ADMERE©** based on industry led research
- What are the challenges associated with cultural alignment and techniques to deal with.



Zoom Registration Link:

<https://bit.ly/3jA15we>

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Helping You Succeed!

THE WHEELS OF COMPLIANCE®

"And How To Keep Them Well-oiled In The Journey To Excellence!"

November 12, 2020 | Marriott Hotel-Karachi | 9:00am to 5:00pm

PROGRAM OVERVIEW:

"The illiterate of the 21st century will not be those who cannot read and write, but those who cannot learn, unlearn, and relearn."—Alvin Toffler

This program delves into the importance of the Compliance function, the key responsibilities handled by it, its place in the GRC framework, and linkage with Ethics. It also explains the key areas to be covered in an effective ethical compliance program and how to inculcate a robust compliance and ethics culture. Many people misconstrue that Compliance is concerned only with the AML/CFT programs; while these programs are a critical component of any Compliance agenda, there are various other important issues that the organizations of today have to grapple with, e.g., third-party/vendor risk management, information security, fraud risk, reputational risk, conduct risk, organizational culture, etc. The program covers these topics, and more!

In line with the quotation above by Alvin Toffler, the participants should expect to UNLEARN some concepts while gaining NEW knowledge as well as RE-LEARNING of others.

LEARNING OUTCOMES:

This program will enable the participants to:

- Better appreciate the role of Compliance
- Weigh the benefits of Compliance versus potential consequences of Non-Compliance
- Understand the Lines of Defense Model
- Relationship Between Business Ethics and Compliance
- Risk management of third-party/vendor relationships
- Become aware of the various elements of fraud.
- Contribute towards strengthening the compliance culture.
- Acquire understanding of ethical issues involved in various activities of the organization.
- Gain some practice in resolving ethical dilemmas
- Hopefully, to have some fun as well, while learning from each other!

Who is it for?:

Professionals from Compliance, HR, Risk, Legal, Procurement, Operations, Internal Control, Finance, Audit. Also, relationship managers and product managers. Although, the program is primarily for bankers, participants from other industries may also benefit from attending this course. Additionally, Board Members who want to learn about compliance and business ethics could benefit.



COURSE FACILITATOR:

FAISSAL ANWAR, CCEP-I

- Independent Consultant/Advisor & Trainer
- Former Chief Compliance Officer & Head of Global Compliance Group, HBL
- Former Chief Operating Officer, ABN AMRO and RBS, Pakistan
- Member, International Task Force on Integrity & Compliance, B-20/Saudi Arabia

Workshop Investment

PKR 14,500/-

+SST Per Participant

Fee Includes:

- 5 Star Hotel Venue for Training
- Course Material
- Certificate of Attendance
- Lunch & Refreshments
- Business Networking
- Post-Workshop Advisory Services
- Octara Loyalty Card

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AGILE ORGANIZATIONAL TRANSFORMATION

Classroom Training

November 13, 2020 in PC Hotel, Lahore

November 18, 2020 in Marriott Hotel, Karachi

9:30am to 5:00pm

COURSE OVERVIEW:

The full-day workshop on Agile Organizational Transformation will focus on providing participants with in-depth practicality that how Agile methodologies can be effective for any professional. The participants also learn about the different elements of Agile Organizational Culture and how they can change their thinking and processes to adopt Agile in their organizations.

LEARNING OUTCOMES:

- Understand fundamentals of Agile methodologies
- Comprehend values, rituals and practices of Agile
- Different roles and their responsibilities in Agile
- Know what it means to operate as a self-organizing team
- How to adopt Agile into the team for their routine work
- Be lean and reduce waste
- Improve performance and productivity

WHO SHOULD ATTEND?

- Department Heads
- Product Owners, Business Owners
- Project Managers, Program Managers
- Project Consultants
- Technical & QA Leads
- Business Analysts, Scrum Masters
- Any senior team members who are responsible for managing solution delivery

Course Facilitators



MUHAMMAD ZEESHAN ALI
PMP, PMI-ACP

- A Project Management Professional (PMP®) and PMI Agile Certified Professional (PMI-ACP)™.
- Over 19 years' experience in managing mid-large scale, high visibility projects in Public & Private sectors.
- Co-Authors of ten (10) Project Management related books including PMP, ACP, RMP, ITIL, Inside Familiar Management and Agile Beyond Boundaries.



SAQIB JAVED JOHN
PMP, PMI-ACP, ITIL

- A Project Management Professional (PMP®), PMI Agile Certified Professional (PMI-ACP), ITIL Certified, Sun Microsystems Certified (SCJP & SCWCD).
- Over 19 years' experience in developing & managing human behavior, process engineering and optimization, risk management, conflict management, performance maturity audits and policy making.
- Co-Authors of ten (10) Project Management related books including PMP, ACP, RMP, ITIL, Inside Familiar Management and Agile Beyond Boundaries.

Workshop Investment

PKR 9,500/-

+PST/SST Per Participant

Group Discount Available

Fee Includes:

- 5 Star Hotel Venue for Training
- Resource Book (Lecture notes, Q&A & Workbook); Free Book & Discount Coupons (OGMC Publications)
- Certificate of Attendance • Lunch & Refreshments • Business Networking
- **Post-Workshop Advisory Services** • **Membership for TCS Octara WebMail+ (WhatsApp Group)** • **Octara Loyalty Card***

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Topic	D/s - H/s	Trainer	Month	Loc.
October				
FREE Webinar: Intro to Productivity Masterclass - Not All Hours Are Made Equal	60min	Michael Tipper	15-Oct-20	Zoom
Service 4.0 Transforming Customer Interactions	1	Asim Rashid	22-Oct-20	KHI
November				
Emotional Intelligence for Leadership Excellence	1	John Bentley	3-Nov-20	KHI
Business Communication for Impact	1	Catherine Bentley	3-Nov-20	KHI
Online Training: Virtual Presentation Skills	2-hours	Mark Stuart	4-Nov-20	Zoom
FREE Webinar: Digital Transformation with Cultural Alignment	1	Uzma Aitqad	10-Nov-20	Zoom
Wheels of Compliance	1	Faisal Anwar	12-Nov-20	KHI
Agile Organizational Transformation	1	M. Zeeshan A & Saqib J. John	13-Nov-20	LHE
			18-Nov-20	KHI
December				
MS Excel for Business Professionals (Marketing, Admin & Sales)	1	Jahangir Sachwani	15-Dec-20	KHI
Negotiate to Win at Trade	1	Atif Farooqui	TBC	KHI
Upcoming Programs				
Certificate in Maintenance Planning / RCM	2	Ben Stevens	TBC	TBC
Certified Google Adword	2	Dr. Frank Peter	TBC	TBC
Channel Management	1	TBC	TBC	TBC
Corporate Governance	1	TBC	TBC	TBC
Creativity & Innovation using Design Thinking	2	Rody Vonk	TBC	TBC
Crisis Response and Communication Management	1	Ben Pronk	TBC	TBC
Cyber Security Management	TBC	TBC	TBC	TBC
Enterprise Risk Management	2	Philip Griffith	TBC	TBC
Protecting Financial Assets	60min	Petros Geroulanos	TBC	TBC
Health Care Operation Management	TBC	David Ben Tovim	TBC	TBC
Key Account Management	TBC	David Vachal	TBC	TBC
Learning and Development Management Program	2	Ian Thomson	TBC	TBC
Measuring Return on Investment of Training	1	Jack J Philips	TBC	TBC
Online Training: Designing Agile Organizations	TBC	Frederik Haentjens	TBC	TBC
Online Training: Effective Online Marketing & Selling Techniques	2-hours	Dave Nelissen	TBC	TBC
Strategic Marketing	2	Graham Hollins	TBC	TBC
Successful Product Launching and Brand Positioning	TBC	Jerome Joseph	TBC	TBC



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