

presents



Every Contact is a CUSTOMER

Win your Internal & External Customers

by Ahmad Fuad – *Training Specialist*

19 July 2011 | Sheraton Karachi Hotel

21 July 2011 | Pearl Continental Hotel, Lahore



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Workshop Overview:

Successful people have nothing different in them but the attitude towards life, profession and the society they live in. They have one thing in common that they do not miss the opportunities and remain positive towards their goal. This is what we need to have to be like them. This workshop will help you identify the people who can help you in achieving your goals and how can you be more beneficial for everyone you meet. You can help others and can get help from everyone even if they belong to your profession or not.

Workshop Outcomes

By the end of training, participants will be able to identify who can help them achieve their goals and who can guide through the difficult decisions. They will learn to influence and benefit others and get the same in response while remaining positive, professional and persistent. They will learn how to enjoy a WIN WIN situation with everyone they meet even if the interests are same.

What is in it for you?

Do you want to:

- Experience the technique of converting every contact into your own customer even if you are not member of customer care
- Learn the art of achieving goals by benefiting others
- Enjoy the height of delight without compromising your goals
- Use your stress as a potential blessing and helping you achieve more
- Want to enjoy a WIN WIN situation with friends, peers and even those who have just met you

If YES, Join us at **One Day** Training Workshop **"Every Contact is a Customer"**

Description	Medium	Time
Content		
Introduction	Ice Breaker	45min
• Who is a customer & What he expects?	Discussion	15min
• Have MORE customers in tough competition	Activity	30min
Break		11:00
• Height of Delight	Activity	30min
• Enjoy resolving differences	Activity	50min
• Out of Box? What is in the box???	Activity	40min
Lunch		13:20
• Say Basheeeeeer	Activity	40min
• Attitude is the guide	Chart Paper	60min
Break		15:20
• Communicate and Influence	Chart Paper	30min
• Enjoy Win Win Situation	Activity	30min
• Count your customers	Discussion	30min



Ahmad Fuad

Training Specialist

Ahmad Fuad is working for Pakistan's largest cellular company, Mobilink, as a Corporate Training Specialist. He brings in over 9 years of diverse work experience in Trainings, Sports and Journalism. He is a Certified GEM international Trainer and has experience of conducting trainings from entry level to higher management for different domains of Customer Care, Corporate Accounts, Contact Centers, Customer Care Centers, Franchise Centers, Admin, Sales, Backend Support, Admin and Credit & Collection Departments of different organizations like Mobilink, Daily Khabrain, LINKdotNet & Beacon House School Systems etc

Ahmad has delivered lectures at University of the Punjab, FAST University, University of Central Punjab, and Comsats University on Professional Effectiveness and Leadership. Ahmad is a regular writer of Business and Sports pages of Daily Tribune and Manager Today. He has worked as a professional sports journalist for Daily Khabrain and has been writing bi-lingual articles since 1996 in different national and international News-papers & Magazines (Daily Nation, Daily Times, Daily News, Daily Nawa-e-Waqt, Urdu Magazine, World Times, Urdu Digest etc)

He has number of appearances on print and electronic media and is participating at FM95 as a guest speaker, every Saturday. He has worked as an assistant manager at Quality Assurance and Training Dept, Team Lead & Team Coordinator at Mobilink. He has also been working closely with Human Resource Organization Development department on executing different trainings to achieve company's overall objectives. He is known as a motivational speaker and a soft skills trainer who believes in bringing improvement in attitudes through analysis & trainings. He has got excellent communication and leadership skills by inspiring the people around through attitude and performance.

Ahmad holds master degree in History from University of the Punjab. His special areas of interest are Training & Development, Philosophy, History, Psychology, Political Science & Literature. He is a short story writer and enjoys nature through Trekking & Photography...

Who should attend?

Team Leaders, Associates & Executives

Course Content

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Module 1: Contacts are Customers

Defines the difference between external and internal customers, personal and professional friends and contacts and customers. It will take through the phases of developing contacts into customers. It gives a picture of

- Who is MY customer
- What he expects
- How to deliver what he expects
- How to have MORE and Multinational customers in tough competition

Module 2: Strong bonding with Customers

Discusses the methods and hindrances a professional faces in having strong bonding with the internal and external customer, especially with every contact. And will share the ways to improve the relation and developing strong bonding with every contact and every customer. It gives an insight to

- Out of box thinking to maintain and retain relationship with customers
- Differences-free relationship with every contact
- Enjoy “Height of Delight” status with every customer

Module 3: Drive your attitude

Defines what exactly the positive attitude is, how is it confused with saying “Good Work” & “Yes Boss” to everyone. Ways to have a positive attitude and to influence the subordinates and bosses equally. It guides to;

- Remain cool and calm in tough situations
- Understand others’ understanding level
- Turn odd days into best days of life
- Enjoy handling pressure & maximum output

Module 4: Enjoying Win Win Situation

Shares the method of having influential communication which takes you to lead the situation and to have a strong dream team which is on “Always available” mode. It helps in;

- Having influential communication
- Leading the situations
- Sharing benefits by enjoying the status of being “the most beneficial” for all
- Having maximum and quality customers around
- Enjoying Win Win Situation

Terrabiz Upcoming Programs, Book your place TODAY!

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TerraBiz
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Registration Note:

Participation will be confirmed subject to receipt of payment.

Substitutions are welcome. Please notify us in writing at least two working days prior to the event. All cancellations must be sent in writing, and will carry a 15% cancellation fee, once a registration request is received and acknowledge by Terrabiz.

Workshop fees must be paid in Full. No refunds will be given if a written cancellation occurs within 3 working days prior to the workshop. Same applies for delegates who don't attend the workshop without cancellation. Workshop materials will still be couriered to them. However, if you have paid your workshop fee in full and you wish to attend any other workshop from Terrabiz within 6 months of the initial registration, you will only be invoiced for 15% of that workshop fee. Please note that you can transfer only once. In the event of unforeseen circumstance, Terrabiz reserves the right to cancel or postpone the event.

Workshop Investment:

Rs. 9,500/- Per Participant

*Early Bird Discount: (Before 30th June, 2011)

Rs. 7,500/- Per Participant

*Every 4th Participant from the same organization will attend

FREE

Includes course ware, Terrabiz certificate, lunch, refreshments and business networking.

*Discounts are mutually exclusive

In-house training is an efficient and cost effective way to ensure that your employees are equipped with the knowledge and skills needed to make a real impact in your organisation. Training can be arranged for anything from small groups to entire divisions and will take place at a time chosen by and convenient to you. For onsite customized programs by **Ahmed Fuad**

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For Registration

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TerraBiz
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We are a business information firm, having managed and organized events of various calibers during the last 3 years of our operations.

Among our more recent event are the ICAP CFO Conferences Karachi & Lahore 2011, Entrepreneurship 2010 – Changing the Mindset conference with MPF, 2nd Women in Business & Leadership Conference WIBCON 2010, which we managed for PSTD. ICAP in collaboration with Terrabiz organized a highly successful CFO Conference 'Rising CFO' in March 2010 which was attended by 600 delegates. MIT Entrepreneurship Forum Pakistan, Terrabiz and OPEN jointly organized a conference on Corporate Innovation and Entrepreneurship'09, Karachi in November 2009. We also managed the MAP Conference in November 2009, Lahore with high appreciation from all over the country.

Terrabiz Human Capital Management Conferences which were held in Karachi and Lahore in April09 and July09 respectively, and the Compensation & Benefits Day in June '09 also received a very good feedback from the HR professionals in the country.

We also organized the first ever conference on Digital Marketing in Pakistan titled Marketing 2.0 which saw the confluence of the top three names in the world of digital marketing - Google, Yahoo and Microsoft, represented by their senior executives from abroad. Global Head of Mobile Marketing P&G was also one of the speakers. Terrabiz has also organized some events with Google Pakistan.

Terrabiz was responsible for producing a series of highly successful road shows on the promotion of investment in Pakistani capital markets in different cities for its client the Central Depository Company.

As part of our operations, we also regularly facilitate international trainers to conduct public workshops in Pakistan. A few of them were 'Six Thinking Hats' with Dr. Sunil Gupta, Life Time Master Trainer of Edward de Bono Tools, Nick Blasdale Introductory Management Skills, Advanced Presentation Skills and Media Relations by Simon Bucknall, HR Balanced Scorecard with Alan Fell; Employer Branding with Dr. Olga Kampaxi, and many others.

Our recent training workshop participants list includes SSGC, OGDCL, KESC, KAPCO, Pak-Arab Refinery Limited (PARCO), Oil and Gas Development Limited (OGDCL), Total Atlas Lubricants Pakistan (Pvt) Limited, Shell Pakistan Limited, Byco Petroleum Pakistan Limited, National Refinery Limited (NRL), Pak Arab Refinery Company Limited, Pakistan Petroleum Limited, BOC Pakistan Limited, BP Pakistan Exploration and Production Inc, Attock Refinery Limited (ARL), Pakistan Security Printing Corporation, State Bank, National Bank, MCB Bank, RBS, HSBC Bank, Allied Bank, NIB Bank, Mobilink, Ufone, Zong, Wateen Telecom, Telenor, Siemens, Haleeb Foods, National Foods, Cadbury, Getz Pharma, Sanofi Aventis, Novartis Pharma, GSK, PharmEvo, Macter Pharma, Sight Savers, Syngenta, Engro Corp, Coca Cola Beverages, CDC, HUBCO, and Aga Khan University et al.

Send your cheque in favor of "Terrabiz" to **Murad Hassan**

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