

presents

Introductory **MANAGEMENT SKILLS**



25 - 26 March 2010 | Karachi Marriott Hotel | 9:00 am to 5:00 pm

by
Nick Blasdale

Course Overview

This course gives all new managers the necessary tools and techniques to get started in management. During this challenging and stimulating 2-day course you will be given the knowledge, skills and confidence needed to be able to hit the ground running as a new manager.

Delegates will explore the key management strategies, giving new managers direction and understanding in this key aspect of their managerial role.

You will be introduced to a range of key topics including the changes you will need to deal with when you become a manager, prioritising your work and managing your time, as well as issues around the management of people, coaching skills, managing performance, motivation, delegation and communication.

You will leave the course with an immediate plan of action and a firm commitment to tackle a number of key issues facing today's managers.

Digital Media Partner:

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MANAGEMENT SKILLS

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Meet your Course Facilitator:



Nick Blasdale
Dip H.E., B.Ed, CITD,
Qualified SDI Trainer

Nick is a well-travelled HR, Training and Sales Management Professional with over 15 years experience in major blue chip organisations. He worked for such organisations as Honda, Raychem, WH Smith and Filofax before starting his own consultancy and training business in 1999. He now works in partnership with organisations of all sizes and runs in-company courses/workshops as well as public/open programmes all over the UK, Europe and Worldwide.

What people say about Nick

"A big, big thanks for your 2 sessions today - they went down a storm!"

Martin Schmallenbach - Oxford Magnet Technology.

"Nick was a brilliant trainer and got our most reluctant employees to participate and enjoy the day"

Jane Dodge - Orion Cleaning Group.

"Of all the training courses I have attended over the years (and there have been a few), this was the most consistently relevant"

David Smith - Sennhieser

"Nick was excellent; challenging, risk taking, thought provoking!"

Samantha Farrell - Peugeot Motor Company

Benefits of attending

Having attended this programme you will be able to;

- Identify the elements of your role that require a strategic, tactical, or operational approach.
- Generate creativity within your team and engage your people to contribute to the success of your department or business.
- Challenge the paradigms that may limit your ability to progress as a manager.
- Prioritise your workload using a simple model.
- Understand some of the barriers to delegation, the difficulties caused by poor delegation and some techniques to help you to delegate more effectively.
- Communicate with members of your team more effectively through a better understanding of communication styles and motivation.
- Understand the importance of people's underlying motivation in recognising the reasons behind their behaviour.
- Understand the need to motivate different people in different ways and have some techniques and ideas to try back at work.
- Use and apply the GROW coaching model.
- Understand the importance of managing the mental state of your team in achieving outstanding performance.
- Choose the most appropriate leadership style for different people in different situations.
- Apply what you have learnt on this course through the construction of a robust action plan.

You should attend this course if you...

..have moved into a managerial position within the last 6 - 12 months.

..are about to take up a managerial position within your organisation (in next few months).

..are an existing manager who would benefit from a refresher of some key managerial skills.

- "A man should first direct himself in the way he should go. Only then should he instruct others." [Buddha (563BC - 483BC)]
- "Never criticize a man until you've walked a mile in his moccasins." [Native American Proverb]
- "Give a man a fish and he has food for today. Teach a man to fish and he has food for life." [Old English adage]

C O U R S E O U T L I N E

Day 1 | 25 March 2010 | 1st Half

What changes when I become a manager?

- What does my new role entail and how will the course meet this?
- Understanding the difference between operational, tactical and strategic.
- Identifying my key result areas and setting clear and useful goals.
- Discovering the future; this highlights the need to understand paradigms and find new, different and better ways of achieving every day things.
- Action centred leadership – practical guidance for your new role. A simple model for getting the best out of your new team.

Day 1 | 25 March 2010 | 2nd Half

Organising and managing yourself to manage others.

- Prioritising your time to focus on Key Result Areas.
- A simple model for prioritising workload and helping your team to do the same!
- How to delegate effectively, an introduction to coaching and empowerment
- Managing time and avoid time stealers.
- Scheduling and diary management.
- SMART objective setting.

Day 2 | 26 March 2010 | 1st Half

How to engage with your people and understand their unique Motivational Value System.

- Becoming an employer of choice.
- What is engagement and why is it important?
- Maps of the world. An illustration that others may not be wrong if they disagree with us; they may be looking at a different map!
- The Two Factor Theory; considers issues of motivation and hygiene factors and the implications to how these motivate people.
- Understanding that people want different things. Some come to work to be with people, some for power and some for achievement and most a unique blend of these three!
- Separating personality and motivation from behaviour
- How a person is 'made up'; Beliefs, values, attitudes and behaviours.
- Influence and control; the nature of empowerment.
- Delegates will complete the SDI Profile.
- Working towards a win – win.
- The platinum rule; do unto others as they would have do unto themselves!
- Working with different personalities to generate an effective team.
- How to predict and handle interpersonal conflict.

Day 2 | 26 March 2010 | 2nd Half

Engagement through Coaching.

- Models that are key to coaching.
 - C=P + I
 - Managing mental state
 - GROW
- Coaching video.
- An introduction to the skill of coaching and demonstration of good practice.
- Coaching practice. Delegates will take on the roles of coach, observer (giving feedback) and the coached. They will have opportunity to practice and apply the key skills.
- Coaching review. A chance to share the key learning from the morning and how to apply the skills learned.
- Situational Leadership. Choosing the most appropriate leadership style for different people in different situations.

Planning for Action – how will I implement what I have learnt?

- Review of what has been covered on the workshop
- Review of individual learning logs
- Construction of individual actions plans
- Course review and feedback.

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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 acknowledged by Terrabiz.

Workshop fees must be paid in full. No refunds will be given if a written cancellation occurs within 10 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 circumstances, Terrabiz reserves the right to cancel or postpone the event.

For onsite customized programs
by **Nick Blasdale**

Please contact **Akbar Aqil** at
akbar.aqil@terrabilzgroup.com
or call at
T> +92 21 3455 0431
M> +92 321 278 1000

Workshop Investment:

Rs. **32,500/-** per participant

***Early Bird Discount** (Before 15th March 2010)

Rs. **30,500/-** per participant

***Group Discount**

Every 3rd participant from the same organization is Free

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

TerraBiz
Training | Conferences | Exhibitions

We are a business information firm, having managed and organized events of various calibers during the last 2 years of our operations. Among our more recent events was the Conference on Corporate Innovation and Entrepreneurship'09, Karachi in November 2009 in collaboration with MITEFP & OPEN. We also managed the MAP Conference in November 2009, Lahore with high appreciation from all over the country.

Memon Professional Forum also engaged us for Entrepreneurship 09 Conference in August, we did the Human Capital Management Conference in Karachi and Lahore in April'09 and July'09 this year respectively, Compensation & Benefits Day in June '09, the Women in Leadership & Business Conference (WIBCON '09) in collaboration with Pakistan Society for Training & Development in March and others.

We also organized the 11th Convention of the Management Association of Pakistan in December last year in Karachi. MAP convention has become the benchmark against which all business conferences are measured.

Terrabiz 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. www.marketing2.com.pk. Terrabiz also organizes frequent events with Google Pakistan.

Terrabiz is responsible to produce a series of highly successful road shows on the promotion of investment in Pakistani capital markets in different cities. These bi monthly events are jointly hosted by Central Depository Company (CDC), SECP and Karachi Stock Exchange. As part of our operations, we also 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, 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, Pakistan Security Printing Corporation, State Bank, National Bank, MCB Bank, ABN AMRO Bank, HSBC Bank, Saudi Pak 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, Coca Cola Beverages, Central Depository Company, HUB Power Station and Aga Khan University.

REGISTRATION

For Registration Contact **Akbar Aqil**
Cell: +92 321 278 1000 & +92 300 213 3849
Tel.: +92 21 3455 0431 & +92 21 3455 319
Fax: +92 21 3455 7264
email: akbar.aqil@terrabilzgroup.com
register@terrabilzgroup.com

Send your cheque in favour of "Terrabiz" to
Murad Hassan
Suite # 403, Shahwar Trade Centre, Above
Standard Chartered Bank, Allama Iqbal Road
branch, P.E.C.H.S, Block 2, Karachi, Pakistan.
Tel: +92 21 3455 8539 & +92 21 3455 0431
Cell: +92 300 922 0647 & +92 321 278 1000