

TerraBiz

Training | Conferences | Exhibitions

11 January 2012

Pearl Continental Hotel, Lahore

13 January 2012

Sheraton Karachi Hotel

Management and Leadership Skills For New Supervisors and Managers



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Workshop Concept:

This intensive workshop is a highly interactive designed for new supervisors who want to grow their management skills fast - and get on the fast track to achieving leadership success. Comprehensive leadership training will cover the proven management techniques and powerful strategies you need to become a stronger, more confident and respected leader.

As a workshop bonus, you'll receive self-assessment tools, handy checklists, the Leadership Style Analysis and numerous other resources that give you insight into how to build on your supervisory strengths.

Key Learning:

1. Deliver constructive feedback in a way that produces positive change, not resentment or anger
2. Motivate your people to perform "above and beyond" without spending an extra dime
3. Turn chronic complainers into satisfied and productive employees
4. Save hours every week by avoiding classic time-wasters that wreck a supervisor's schedule
5. Give crystal clear instructions that employees will understand - the first time
6. Handle employee confrontations in a calm and professional manner
7. Maintain respect and compliance for rules while still being friendly with staff
8. Establish your credibility quickly and earn the respect of those up and down the ladder
9. Conduct effective performance appraisals that result in improved employee performance
10. Combat a variety of attitude problems without breaking a sweat
11. Speak up powerfully and confidently in meetings
12. Use active listening techniques to really hear what employees are trying to tell you
13. Increase your visibility within your organization so your "promo ability" is recognized

Who Should Attend:

- New supervisors and managers
- Team leaders
- Those new managers who have had no formal management training
- Professionals who're about to be promoted to a management position

Leadership Fundamentals and Issues All New Managers Face

- Crucial differences between being the leader and "being the boss"
- The challenges facing managers & leaders today
- How to acquire a supervisor's mindset and image
- The emotional requirements of being a supervisor: Have you got what it takes?
- Most common mistakes new supervisors make and how to avoid them

Developing Your Personal Leadership Strengths

- How to build on the leadership strengths you've identified and shore up your weaknesses
- Why your "people skills" will be the No. 1 driver of your success as a leader
- Adopting the "success habits" that effective leaders swear by
- "How-to's" for establishing your credibility as a leader — fast!
- The 6 classic principles of influence ... and how and when to use them to your advantage
- What are the keys to results? Focusing your efforts on that which makes the greatest impact

Building a Highly Motivated, High-Performance Team

- Recognizing the crucial role you play in driving your team's effectiveness
- Keys to making every team member feel valued and important
- Building relationships that enhance cooperation among team members
- How to ignite enthusiasm and gain buy-in for accomplishing goals
- Understanding the basic things that motivate today's workers: You may be surprised
- Proven morale-boosters for employees nearing burnout

The Mechanics of the Manager's Job

- Proven tips for recruiting top-notch employees
- Do's and don'ts for effective interviewing
- Techniques for addressing poor performance so that positive change results
- Strategies for curbing absenteeism, tardiness and rule-breaking

Communication Techniques Every Manager Should Know

- Why developing your communication skills is essential to management success
- Your role in keeping lines of communication open at all times
- Words and phrases that can destroy your credibility and authority — and what to say instead
- The secret to giving crystal clear directions that are understood the first time
- Active listening techniques that ensure you'll hear what's really being said

Managing Your Time, Priorities and Projects

- Tips for saving tons of time using e-mail, voice mail and fax
- Prioritizing techniques that save the day when everything on your desk is "urgent"
- Increase your "Plan management Quotient" and watch difficult tasks disappear
- Why failing to delegate is a big, big mistake for managers

The Leader's Role in Making Change Happen

- Understanding why people often instinctively resist change
- Top reasons why organizational change often fails
- Important considerations to address before introducing any change
- The keys to overcoming employee resistance to change
- What you must do as a leader when your people flatly refuse to embrace critical changes



Course Director

IJAZ NISAR

President Manager Today Magazine | OD & Training Practitioner | Behavioral Trainer
Author "Top 50 Successful Managers"

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Ijaz Nisar is the Founder & President of Pakistan's Best Selling Business Magazine, Manager Today. He is also CEO of Leading Edge, a HR & Management consultancy.

He is behavioral trainer, personal coach, and author of best selling business books "Top 50 Successful Managers of Pakistan" & "Top 100 Must Read Articles". His 15 years experience in the corporate world has been most enriching till now with the responsibilities of an executive for two large organizations with a size of average 15000 employees and valuing over USD 15 bn public sector entities in Pakistan. Both legacy brand names of National Bank and State Bank of Pakistan (NIBAF) where he has been designing, developing, delivering training and OD initiatives in the field of Leadership & Management Development.

Ijaz is a visiting faculty at number of prestigious business schools. He has trained more than 50,000 participants over a decade and conducted training for organizations, like State Bank, MCB, Tetrapakb Pakistan, Nestle, NIPA, Pepsi, Coca Cola, NBP, HBL, Faysal Bank, Bank Alfalah, UBL, ABL, Askari Bank, ICI, FBR, Shaukat Khanum Memorial Hospital, Institute of Bankers (IBP), Punjab Bank, Lahore, Civil Services Academy, Kohinoor Energy Ltd. Pakistan State Oil, Civil Aviation Authority, PIA, US Denim, Royal Palm Golf & Country Club, Millat Tractor, DDFC, Hush Puppies, Borjan, Pak Arab Fertilizers, etc. with a local flavor but strategically global in perspective.

As behavioral trainer & writer, he is able to excite people's imagination and ignite them to strive for excellence. Over a period of time, he has earned a lot of respect for his professional prowess, acumen, and business savvy approach that is why some of his participants call him a "Inspirational Guru". Undoubtedly, with all his natural style and passion to discover and learn, Ijaz Nisar is a treat to listen. His favorite quote is "If an egg is broken by an outside force, a life ends. If an egg breaks from within.....LIFE begins"

Masterclass Investment
Rs. 9,500/- per participant

***Early Bird Discount (20 Dec 2011)**
Rs. 8,500/- per participant

***Group Discount**
Every 4th Participant from the same organization is Free

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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 Terrabilz.

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 Terrabilz 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, Terrabilz reserves the right to cancel or postpone the event.

Terrabilz Upcoming Programs Book your place TODAY!

<p>Modern Corporate Governance By Andrew Microbert, Ca- Australia Jan 2012</p>	<p>Smart Collections- Innovative Collection Strategies By Tim Paulsen, Canada President, Platinum Negotiations Founder And Managing Director, International Center For Professional Collection (Icpc) 30-31 Jan, 2012 Karachi 1-2 Feb, 2012 Lahore</p>
<p>3-Day Workshop On "Itil V3 Foundation Certificate In It Service Management" By David Francis Mieaust, Cpeng, Msc Civ Eng Itil Expert, Lead Itsm Trainer And Consultant, India 18-20 Jan 2012 Karachi 23-25 Jan 2012 Lahore</p>	
<p>Connecting With Customers And Employees Through Humour, Creativity And Celebration! By Scott Friedman, Motivational Humorist And CSP (Certified Speaking Professional) Usa February, 2012</p>	