



Management Association of Pakistan

# Enhancing Team Quality Through Effective Communication

by Zarikhan

9<sup>th</sup> January 2019 | 10:00 am to 4:30 pm  
Royal Rodale Club, Karachi



## OVERVIEW

Managers are responsible to get their work done through people and it is the Managers who are at the receiving end of any project. Managers need not only effective communication skills but also great team work skills so they can contribute towards the vision and mission of their organizations.

This course is designed to help you to develop **Management Skills** by using every day skills- in **Teamwork and Effective Communication** (Listening, Parent, Adult, Child, PAC) will be discussed, participants will understand the Self-Fulfilling Prophecy, etc., as part of the communication process. As Managers, participants need an in depth understanding of the communication process and use them to **increase productivity** in the department and in the organization. It will briefly cover barriers to Effective Communication, perception, non-verbal communication, paralanguage, etc and how to use these skills to get the results you want while working as part of **successful team** (team behavior, and strategies to use for the outcomes you desire).

## COURSE OBJECTIVE

To improve **Management skills** and work in an environment where taking **initiative and creativity**, will help in achieving **individual and professional goals**

## LEARNING OUTCOME

- Review and discuss the importance of effective communication skill within your team
- Evaluate your own listening skills
- Identify and discuss the keys to effective listening
- Managing interpersonal communication skills
- Restate negative sounding statements into positive ones to avoid escalation
- Identify various communication styles to improve team quality
- Interpret verbal and nonverbal communication in others
- Practice giving and receiving constructive feedback within your team
- Identifying Team Life Cycle, Team roles and Team coaching

## COURSE METHODOLOGY

It is designed to teach the **theory through practice**. Every concept explained in the course is followed by a relevant exercise to further emphasize a key point. Participants will learn how to communicate with each other to get better results, how to think beyond the little details and think of the main objective, how to support each other using emotional skills and coaching skills to provide feedback and increase **trust and reliability in the team**.

## WHO SHOULD ATTEND

Managers, Team Leads, Supervisors, Team Members and those who wish to develop their communication and team management skills.

## FACILITATOR'S PROFILE



Zarikhan is a training professional with over a decade of experience in the training industry, training in both multi-national organizations and in the banking industry. Putting his vast management experience he helps learners to prepare for change and to become their best using modern technologies and through training, achieve their goals and their company's vision and mission. He has a global perspective on training and development. After many years of working overseas, he returned to Pakistan in 1996, and has since been involved in Human Resource Development through Training and Education. He employs a participant-centered approach to training. Zarikhan's charismatic personality and facilitation style place participants at ease, and participants are encouraged to put their insights into action when they leave the training setting. Sustainable, practical change and strong adult learning principles in practice are his strengths. His participants appreciate his fun spirit and ability to create a sense of belonging. His training methods are transferable, immediately applicable and highly effective.

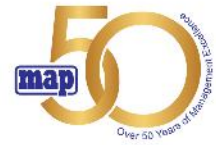


# ENHANCING TEAM QUALITY THROUGH EFFECTIVE COMMUNICATION

by Zarikhan

9<sup>th</sup> January 2019 | 10:00 a.m. – 4:30 p.m.

Workshop Venue: Royal Rodale Club, Karachi



Management Association of Pakistan

## REGISTRATION FORM

Institutional Member

Student Member

Individual Member

Non-Member

Name \_\_\_\_\_

Designation \_\_\_\_\_ Membership No. \_\_\_\_\_

Organization \_\_\_\_\_

Address \_\_\_\_\_

\_\_\_\_\_ City \_\_\_\_\_

Phone \_\_\_\_\_ Fax \_\_\_\_\_

Mobile \_\_\_\_\_ Email \_\_\_\_\_

MODE OF PAYMENT

Cash/Cheque No. \_\_\_\_\_

Dated \_\_\_\_\_

Amount \_\_\_\_\_

### ADMINISTRATIVE INFORMATION

Registration Fee*	Early Bird Fee (Register by) 25 <sup>th</sup> December 2018	Regular Fee 25 <sup>th</sup> December 2018
MAP Institutional Member	Rs. 11,900/-	Rs. 13,500/-**
For two or more Institutional member nominations	Rs. 10,900/-	Rs. 12,500/-
MAP Individual Member	Rs. 9,500/-	Rs. 11,000/-
Student Member	Rs. 5,000/-	Rs. 5,500/-
Non-Member	Rs. 15,000/-	Rs. 16,000/-**

\*Includes: MAP Certificate, Printed Course Material, Lunch & Tea.

\*\* Note: 20% Discount is available on nominations for 5 or more participants

### Registration:

Registration to be confirmed only on receipt of cheque in advance

- Cancellations or substitute nominees acceptable up to 48 hours prior to the event.
- Early bird discount can only be availed if payment is made before the day of event. Otherwise, invoice will be reissued at Standard Fee.
- Please complete the Registration Form attached here to along with a crossed cheque for the applicable fee, in favor of Management Association of Pakistan, to be sent to MAP's address given below:

### For Direct Transfer

- Acct Title : Management Association of Pakistan
- Bank Name : MCB Bank Limited
- Account Number : 0006903010000302
- IBAN : PK62 MUCB 0006 9030 1000 0302
- Branch Name : GTB Branch Karachi (0069)
- Payment Advice to be sent at:  
accountant@mappk.org | info@mappk.org