

# PERSONAL EFFECTIVENESS

A Workshop by Clifford Lucas

30<sup>th</sup> July 2019  
10:00 am - 04:30 pm  
Royal Rodale Club, Karachi

## Objective

Personal effectiveness is vital to strong business management. This Personal Effectiveness training course is designed for those who seek to further develop the key skills and techniques needed to build personal impact, influence and effectiveness in dealing with others by knowing yourself (Your Values, Abilities and Goals). Align Your Goals with your Organization Goals. Manage Time effectively

## Your Attitude (Module 1)

- Understanding how an attitude is formed
- Why choosing your attitude is important
- What makes your life 100%
- The Can do attitude
- Attitude Self-Assessment

## Setting Goals (Module 2)

- Why the need for Goals
- Benefits of setting goals
- Understanding what SMART goals are
- Converting Goals into actions

## Conflict Management (Module 3)

- What is a Conflict
- Repercussions of Conflict
- 3 beaker theory to understand Conflict
- Conflict Management model



## Working in a TEAM (Module 4)

- Why the need to work in a team
- Team effectiveness
- Development of a team (4 stages)
- Taking Ownership & Responsibility

## Strength of Facing Change (Module 6)

- The Carrot, Egg and Coffee Concept

## Managing Your Time (Module 5)

- Targeting Priorities
- Using the Time Management Model
- Video on Time Management

## Facilitator's Profile

Clifford Lucas is an experienced professional who is extremely passionate about learning and personal development. He is an adaptor and flexible when dealing with people. He is able to engage with people to help them live their values and achieve their goals, while motivating them to realizing their full potential.

He has been associated with leading organizations such as Citibank, ABN AMRO Bank Pakistan & ABN AMRO Bank Indonesia, Royal Bank of Scotland, Faysal Bank and Samba Bank Limited, working in various management positions such as Head Contact Center, Head Customer Services & Issue Management, Head of Tele Sales and Head of Service Quality.

As a Certified trainer, accredited by Kudus Zeal Renewal (KZR) and also attended the IFC Business Edge several soft skills training programs to help individuals achieve their desired goals in challenging situations. Having over 20 years of diverse professional experience in Call Center, Customer Service and learning and development, he has conducted several competency based workshops at different levels of lower & mid management both locally and internationally. His ability to connect emotionally with the audience makes him a speaker of choice. Besides this, his work ranged enormously and has involved design, delivery and facilitation.

In Pakistan, he has designed, developed & conducted several soft skills workshops from the platform of Institute of Bankers Pakistan (IBP), Pakistan Society of Training & Development (PSTD), OCTARA, Hadaway, and Corporate Learning Solution. He has been invited as a guest speaker on various topics by well-established institutions such as Karachi University, DHA Degree College, Muhammad Ali Jinnah University, The Catholic Youth Commission, Jesus & Mary Convent School, St. Anthony's High School, St. Patrick's Girls High School and the Shia Ismaili Council for Pakistan and Terrabiz, TRG.



# Personal Effectiveness

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30<sup>th</sup> July 2019 | 10:00 a.m. – 4:00 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 \_\_\_\_\_

ADMINISTRATIVE INFORMATION		
MODE OF PAYMENT	Registration Fee*	Early Bird Fee (Register by 15 <sup>th</sup> July 2019) Regular Fee
Cash/Cheque No. _____	MAP Institutional Member	Rs. 11,900/- Rs. 13,500/-**
Dated _____	For two or more Institutional member nominations	Rs. 10,900/- Rs. 12,500/-
Amount _____	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