

PERSONAL EFFECTIVENESS

A Workshop by Clifford Lucas

30th August 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.

