



QCT TRAINING **PROGRAMMES**

INTRODUCTION

All around the world, organizations rely on one, basic factor: their Human Capital. The initiative and innovation of any organization's employees is more often than not, a major determinant of its success. All leading organizations cite strong individual capabilities of their employees as well as strong team work as competitive advantages. In a competitive business environment that we constantly face, organizations not only face a shortage of appropriately skilled professionals, they also face challenges to retain their top performers.

Our training workshops are designed to provide executives with the skills and the tools to enhance their personal and professional capabilities and hence improve the overall organizational performance.

Q-Consulting has developed a set of workshops focusing on specific skills that we believe can truly strengthen the skillset of an organization's employees. Amer Qureshi, the workshop facilitator and CEO of Q-Consulting, has been delivering these workshops for over 20 years. He uses a unique approach of dispensing not only theoretical but also practical knowledge on the subject matter. He utilizes a wide range of teaching techniques and tools, including, but not limited to, experiential learning, simulations, role plays, team projects and case studies. Audio and visual tools are also utilized to provide participants real world experiences. A learning environment is created during our workshops/ programs that simulates the business environment to enhance the learning experience of the participants and to keep them engaged throughout the course of the workshop. Following is an overview of some of the workshops that we deliver:



FUTURE LEADERS WORKSHOP

KEY BENEFITS

We realize that training and organizational development, especially in large organizations is a task that requires attention and devotion. The workshop has been designed to add to your bottom line profit.

- Understand the requirements of a management role
- Assisting new managers to learn skills to be successful managers, including delegation, motivation and planning techniques (practicing management skills)
- Setting and monitoring objectives (performance management)
- Enabling employees to gain a better understanding of their own strengths and limitations
- Understanding motivation theories and practices
- Setting and using effective communication channels
- Team management and delegation
- Empowering team members to achieve their potential
- Conflict resolution
- Interpersonal skills
- Negotiation skills

PROGRAM OUTLINE

DAY 1

- Exploring the fundamentals of leadership
- Qualities of a good leader
- Different types of leadership - the Situational Leadership Model
- Responsibilities of Leadership
- The Big Three for Business Leaders
- Your Personal Vision
- Setting Goals -developing your Personal Leadership Plan
- Building an effective team
- Motivating your team - the four steps to an AWESOME team
- Inspiring others to follow

DAY 2

- How to communicate effectively with your team
- Giving feedback – the sandwich theory
- Communicating with other stakeholders
- Bringing organizational change
- Leadership & Innovation
- Leadership in the Community: Values and Ethics & Corporate Social
- Responsibility
- Updating the Personal Leadership Plan
- The Leadership Toolkit
- Putting it all into practice
- Way Forward - Doing Things Differently

PARTICIPANTS PROFILE

The workshop has been designed especially for:

- New managers
- Professionals with a technical background who are moving into a management role
- High achieving staff members who are on a fast track to a leadership position

FINANCE FOR NON FINANCE

KEY BENEFITS

- Gain an in-depth understanding of Accounting Principles and concepts
- Understand and be able to interpret and analyze Financial Statements including Balance Sheets, Profit, and Loss Statements, and the Statement of Cash Flows
- Become acquainted with Financial Jargon
- Gain an Insight into financial tools and techniques used in financial analysis
- Understand the various types of budgets
- Learn to use financial information for decision making
- Understand the concept of the time value of money.

PROGRAMME OUTLINE

DAY 1

FINANCIAL REPORTS AND ANALYSIS

- Accounting Principles at Work
- Introduction to Accounting concepts
- Accounting and its importance for Managers
- Understand the difference between cash and profit
- Understand and interpret the Balance Sheet, P&L and Cash flow statement
- Tools for Analysis of Financial Statements
- Interpret business performance using both financial and nonfinancial approaches – using ratio analysis

DAY 2

BUDGETING AND MANAGEMENT ACCOUNTING

- Role of Budgets, Variance analysis
- Prepare basic budget plans for revenue and costs
- Understand the principles of budgetary control
- Methods for controlling costs
- Implement practical measures to control cash flows
- Breakeven Analysis
- Role of Finance in Strategic Decisions
- Time Value of Money
- Evaluating projects using NPV and IRR concepts
- Discounted cash flow method to evaluate projects.

PARTICIPANT PROFILE

The workshop has been designed especially for:

- Professionals and managers who do not have a financial background.
- Managers with a technical background.
- Departmental and Divisional Managers.



ALIGNING BUDGETING AND STRATEGY

KEY BENEFITS

- Understand core concepts and frameworks that contribute to strategy development.
- Translate the company's mission and business strategy into a comprehensive set of performance targets and measures.
- Examine how strategic plans are underlined by realistic cash plans and budgets.
- Deal in a proactive manner where actual cost/revenue differs from planned values.
- Understand relevant financial data and learn how it is collated.
- Differentiate between traditional and contemporary budgeting tools and understand why traditional budgeting fails.
- Analyze, understand, and communicate business strategy.
- Develop skills to lead their organizations with strategic insight and financial discipline.

PROGRAMME OUTLINE

DAY 1

STRATEGIC MANAGEMENT & PLANNING

- What is Strategy?
- What is Strategic Planning?
- The relationship between Strategic Management and Strategic Planning.
- Articulating a strategic plan.
- Steps in developing a strategic plan.
- Strategic Planning approaches.
- How budgeting and strategic planning are related?
- Challenges and issues of traditional planning approaches
- How budgeting fits with Strategic Management
- Why Traditional budgeting fails?
- Problem with traditional budgeting approaches.

DAY 2

BUDGETING AND PLANNING

- Integrating Budgeting and Planning.
- Types of Budgets
- Zero-based Budgeting.
- Developing KPIs.
- How to align your business strategy with budgeting practices?
- The Balanced Score Card as a management tool.

PARTICIPANT PROFILE

This program is ideal for:

- Senior business executives of medium and large enterprises.
- Finance executives who participate in the strategy process in their firms and/or are responsible for planning and accounting systems.
- Business executives moving from a functional position to a general management position.
- Finance executives who are responsible for the budgeting process in the organization.
- CFOs and Senior Vice Presidents of Finance in rapidly growing organizations.



STRATEGIC PLANNING FOR BUSINESS SUCCESS

KEY BENEFITS

The program is designed to provide the following learning outcomes:

- Learn the art of strategic thinking.
- An insight into the Strategic Planning process.
- Focuses on the frameworks, models, and tools needed to formulate and implement a successful strategic plan
- Practice developing a strategic plan.
- Apply techniques and tools to facilitate strategy formulation and planning
- Understand the challenges of implementing strategic plans.
- Discover the need for creating blue oceans.
- Learn the analytical tools and frameworks for formulating a blue ocean strategy.
- Develop a strategy canvas as opposed to a strategic plan for your company.
- Implementing Blue Ocean Strategy.
- Challenges in executing Blue Ocean Strategy.
- Aligning strategy with measurable business outcomes through use of the balanced scorecard.
- Includes work-based projects to help participants in developing practical strategic initiatives based on their unique set of issues, resources and business environment.
- Offers strategy insights from the world's most successful CEOs and leaders.
- You will be provided with a Strategic Planning Manual to assist you in developing your own Plan.

PROGRAMME OUTLINE

MODULE 1

INTRODUCTION TO STRATEGIC PLANNING

- Introduction to Strategic thinking, strategic management and strategic planning
- Strategic Planning Process
- What is Strategy?
- Creating and sustaining competitive advantage
- Our approach to strategic planning
- Components of strategic planning
- The role of leadership in the strategic planning process
- Developing the vision and mission

MODULE 2

DEVELOPING A STRATEGIC PLAN

Amer Q's Step by Step approach to developing a Strategic Plan

- Conducting SWOT Analysis
- Establishing Goals and Objectives
- Developing Strategies
- Developing the Implementation Plan
- Using the balanced scorecard to link strategy with measurable business outcomes

MODULE 3

CREATING BLUE OCEANS

- Introduction to Blue Ocean Strategy
- Rising imperative for Blue Oceans: Background and case examples
- Blue Ocean Strategy: the concept
- Developing a strategy canvas for your business
- Finding new market space: the six paths framework and the buyer experience cycle
- Noncustomers: the way to stimulate new demand
- Evaluating a BOS: The BOI Index
- Business Model Innovation
- Implementing Blue Ocean Strategy: the four-step blue ocean strategic planning process

PARTICIPANTS PROFILE

This program is ideal for Managers of Divisions, Senior Managers, Regional Heads and Department Heads.

NEGOTIATION SKILLS WORKSHOP

KEY BENEFITS

- Achieve better results in both formal and informal negotiations, be it with Clients, vendors, and colleagues
- Build confidence in your negotiation power and abilities
- Understand and Assess your own negotiation skills and identify the shortcomings
- Create value and “enlarge the pie” to produce win-win outcomes
- Develop the emotional, logical, and ethical components of a win-win negotiator
- Learn new skills and take away valuable tools that will help you prosper and succeed in your professional and personal day-to-day activities
- Build lasting relationships with customers based on trust
- Construct and negotiate effective contracts
- Properly assess the requirements of the customer
- Handle agitated clients and avoid escalation



PROGRAMME OUTLINE

The workshop will cover the following topics over the course of its two days:

CONCEPT:

- Importance of Good Negotiation
- Qualities of a Good Negotiator
- Communication Skills Essential to Negotiating:
- Active Listening Strategies
- Non-verbal Cues
- Assertive Communication
- Dealing with difficult clients objectively

NEXT LEVEL OF NEGOTIATION:

- Discussing the problem
- The negotiation team - defining roles
- Understanding the buzz words, WATNA, BATNA, ZOPA
- How to prepare for the next negotiation
- Finalizing an agreement
- Self-Assessment & Development of your Negotiation Style
- Assess your own negotiating ability and skills

THE BASICS OF NEGOTIATION:

- Importance of Emotional Intelligence in Negotiations
- Achieving win: win and win!
- Negotiation Techniques
- Understanding alternatives and when to walk away from a deal
- Components of Successful Business Negotiation
- Negotiation Framework

DEVELOPING YOUR PERSONAL NEGOTIATION STYLE

- Dealing with unexpected situations
- Pakistani culture and what it means
- Developing a personal action plan for yourself

PARTICIPANTS PROFILE

This programme is ideal for:

Business executives of medium and large enterprises.

Executives who participate in the sales, and/or negotiation process in their firms.

Business executives moving from a functional position to a general management position.

BUILDING A HIGH PERFORMANCE TEAM

KEY BENEFITS

- Learn the attributes of high performing/successful teams
- Learn the critical success factors for building a great team
- Improve their communication skills and provide effective feedback
- Understand the approaches to motivating their team
- Learn to deal with conflict
- Learn the collaborative approach for Problem Solving and Decision Making

PROGRAMME OUTLINE

DEVELOPING YOURSELF AND YOUR TEAM

- Leadership Challenges for New Leaders/Managers
- What makes a good leader?
- Challenges of Business Leadership in Pakistan
- Business Strategy and the team
- Building a High-Performance Organization
- Decision Making Process for Managers

COMMUNICATION SKILLS

- Communication Skills and their importance
- Impact of Personality Styles on Communication
- Managing Communication Challenges
- Coaching and Mentoring for Improved Results
- Dealing with conflict

MOTIVATING YOUR TEAM

- Motivating your team – How to go about it?
- Concepts of teamwork
- Developing high-performance teams
- Characteristics of excellent teams
- Communication strategies to enhance teamwork
- Managing the performance of your team

PARTICIPANTS PROFILE

- Anyone who works in a team-based and collaborative environment
- Project-based workers who move between and across teams
- Those required to generate results from team activities such as team leaders and managers
- Those who have a specific collaborative project which needs advanced team-based skills to complete
- Those who find team-based environments challenging and feel this is a barrier to their personal or professional wellbeing and success



FACILITATOR'S PROFILE

Amer Qureshi, FCA, is the Business, Finance and Leadership Expert. Recognized internationally for his innovative and creative approach to training and coaching business executives, he is the author of several books including, Leadership Insights, The A to Z of Healthy Small Business and Making Money in Small Business. A graduate of the Australian National University, he has also completed an Executive Education Program at the Harvard Business School. Amer has been a CFO for Qatar and Dubai Based organizations and has worked with the leading international firms in Australia as well as operating his own Accounting and Business Consulting firms. In order to effectively train people in Accounting, Finance and Management related areas, what is needed is not just theoretical knowledge but a wealth of practical and hands-on experience gained over many years of management experience. Yet knowledge and practical experience alone is not sufficient either, you need exceptional presentation skills, a good and thorough understanding of the local business environment and an awareness of international best practice. Amer Qureshi is one of the rare business professionals, who has a combination of all these qualities. His international experience combined with his passion and love for training has made Amer a highly sought-after facilitator and speaker. Amer has inspired thousands of people to date through his writing, media appearances and workshops and has worked with the leading companies in many different parts of the world. For further information, please visit www.amerq.com.



OUR CLIENTS

Our clients consist of leading organizations from Dubai & Pakistan. Some of our clients include:

DUBAI CHAMBER OF COMMERCE

Dubai Chamber of Commerce & Industry represents, supports, and protects the Dubai business community. As part of their ongoing efforts to support the business community, the Dubai Chamber organizes training and development programs for its members on a regular basis. We have delivered our Leadership, Entrepreneurship and Finance for Non-Finance Programmes for the Chamber members.

ERICSSON PAKISTAN

Ericsson is a world-leading provider of telecommunications equipment and related services to mobile and fixed network operators globally. Amer has conducted training for Ericsson in Islamabad as well as Lahore.

JAZZ TELECOM PAKISTAN (PREVIOUSLY KNOWN AS MOBILINK)

JAZZ, a subsidiary of Orascom Telecom, started its operations in 1994, and has become the market leader, having the largest customer subscriber base in Pakistan - a base of over 30 million. Q-Consulting has trained over 500 of its staff for the FNFM programme over a period of two years.

NOKIA

Nokia is the world leader in mobility, driving the transformation and growth of the converging Internet and communications industry. Nokia Pakistan conducted their annual Sales Conference in Bhurban, where Q-Consulting delivered a presentation to motivate more than 100 participants and facilitated a series of team-building activities through its action learning programs.

SYSTEMS LTD

Established as the first software house and computer services bureau of Pakistan, Systems Limited is a reputed and reliable name in the IT sector of Pakistan. As part of its commitment to develop and train their staff, Systems Ltd. enrolled their staff for Media, Presentation and Communication Skills.

IFC-WORLD BANK GROUP IN PAKISTAN

IFC is a member of the World Bank Group. IFC fosters sustainable economic growth in developing countries by financing private sector investment, mobilizing capital in the international financial markets, and providing advisory services to businesses and governments. We developed and delivered a workshop on Succession Planning for the leading SMEs in Pakistan. The team also worked with World Bank to develop digital episodes on the topic of Corporate Governance and assisted in the Country Assessment of Corporate Governance of Pakistan.

STYLO SHOES

Stylo Shoes is one of the leading retailers of Fashion footwear for ladies' in Pakistan. Q-Consulting conducted comprehensive strategic planning for Stylo Shoes and facilitated them in articulating their vision and mission for the next 10 years. In order to share their vision and goals with their team, Q-Consulting organized an outdoor team building programme as a working retreat.

SIEMENS

Siemens Pakistan is a leader in engineering and electronics in Pakistan. Q-Consulting delivered a workshop on Blue Ocean Strategy as part of their Annual Conference. The workshop was attended by the senior management and managers involved in the strategic planning process.

THE BANK OF PUNJAB

Established in 1989, The Bank of Punjab is now operating as a major commercial bank with a vast network of branches at all major business centres in the Pakistan. Amer Qureshi delivered a series of financial skills and Management Development workshops as part of an ongoing programme for the development of the Managers into the Leaders of tomorrow.

HABIB BANK LIMITED

HBL was the first commercial bank to be established in Pakistan in 1947. Over the years, HBL has grown its branch network tremendously & become one of the largest private sector banks with several branches across the country & a large-customer base. The programme on selling skills helped to develop the skills required for HBL managers to develop an effective sales pitch and then deliver it with confidence. Q-Consulting also conducted a workshop for 50 of its senior managers on the topic of 'Building High Performance Teams'.

IZHAR GROUP

Established in 1960, Izhar Group is a reputed name in the Engineering community of Pakistan that has become one of the leading construction groups. Izhar group is engaged in a diverse range of areas including Civil Works, Housing and Urban Development, Heavy Industrial Construction, Defense Oriented Projects and Sophisticated Engineering Construction. The team of Q-consulting was engaged to conduct their strategic review as a part of which we organized a team building programme as a working retreat.

WARID/JAZZ TELECOM

Warid/JAZZ Telecom is one of the leading telecom service providers in Pakistan. Q-Consulting was requested to develop workshops all over Pakistan with the title, 'Building Bridges'. The focus of the workshops was Team Work and Communication.

SILK-BANK

Silk-Bank is a leading player in the Pakistani banking sector that is sponsored by 3 institutional players; IFC, Nomura and Bank of Muscat. Amer Qureshi recently delivered a 2 day workshop on Negotiation skills, equipping employees of Silkbank that were attending from all over Pakistan, with knowledge and techniques for effective negotiation. Amer facilitated a series of activities including role plays and HBR Case study through its action learning program. The workshop was attended by Senior Managers and Departmental Heads.

ZONG

Zong or China Mobile Pakistan is a pan Pakistan mobile network operator headquartered in Islamabad, which offers voice and data services ranging from postpaid and prepaid plans, 2G, 3G, and 4G services, mobile banking to the fixed telephone. Zong has revolutionized the Pakistani telecommunication industry with its low rates and innovative technology makes it one of the strongest players in the market. Amer Qureshi recently conducted a workshop on Leadership skills for 25 of its High-performing employees as part of its Future Leaders program.

MUGHAL STEEL:

Mughal Steel holds numerous distinctions in the history of Pakistan steelmaking. Mughal Steel is a key player in the steel industry contributing immensely to the national economy of Pakistan. The team conducted a comprehensive strategic planning for the entire company while covering all of its key departments. As part of their strategic planning, the team of Q-Consulting also held a team-building working retreat for their key personnel.

DESCON

It started out as a plant construction and services company and has since developed itself into a multi-discipline engineering services company serving a wide range of industries like fertilizers, chemicals, power, cement, textile and manufacturing within Pakistan as well as in GCC countries. Descon currently has more than 30,000 employees. Amer recently held a workshop on 'Finance for Non-Finance professionals' for its senior managers. Various mediums were used to disseminate knowledge on Finance to professionals from a multitude of backgrounds including playing a game of monopoly, holding quizzes and team competition.

PAKISTAN FOOTWEAR MANUFACTURING ASSOCIATION (PFMA):

With more than 30 members, PFMA aims to be the footwear industry's business intelligence hub, its thought leader, and the provider for support. The team recently facilitated a working retreat to establish the association's vision, mission, and way forward. Participants from the following organizations have attended our public workshops:

- Engro Foods
- Engro Chemicals
- Emirates Islamic Bank
- Chevron
- PSO
- Telenor
- Braun Pakistan
- Gillete Pakistan
- ICI
- OGDCL
- PTCL
- Qatar Financial Authority