

ACE Consultants

ACE Training Services

Management Development and
Learning Centre



YOUR LEARNING & DEVELOPMENT PARTNER

The ACE Management Development and Learning Center (MDLC) is committed to the continuous training and development of its client's employees both in the area of job related skills training and lifelong learning for personal development.

Contact us now for customize in-house workshop solutions

92-21-34388925 / 92 – 321-2334362

www.consultace.com

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Introduction

ACE Management Development and Learning Centre (MDLC) is committed to continuous training and development of its client's employees in areas of job related skills training and lifelong learning for personal development. ACE considers human resources as the greatest asset (of the organizations) and helps them to develop which is crucial to the achievement of the organization's goals. All practices and procedures of MDLC endeavor to support individuals, teams and organizations to achieve their set goals.

We understand that training and development is the framework for helping employees to develop their personal and professional skills, knowledge and abilities. This document presents our training approach & methodology, portfolio of our trainers, training solutions and clients.

For better understanding of our core training products, we have included brief details of in-house training workshops solutions.

Our Services

- ***In-house workshops***
- ***Open enrollment workshops***
- ***Seminars / Conferences***

In case of any query, feel free to write us farhan@consultace.com
/ ahmed.habeeb@consultace.com. Tel: 92-21-34388925

Our Approach

<p>Step One - Understanding Training Requirements</p>	<p>We request review of findings of the training / development needs (relating to soft skills) identified as part of the appraisal process.</p> <p>Detailed discussions are held with the Training representative of the company to develop a comprehensive and clear understanding of areas to be covered.</p>
<p>Step Two – Developing workshop Materials</p>	<p>Based on our understanding of the requirements, the course materials are developed / customized.</p> <p>The course materials are shared with Training representative for review & finalized based on the feedback received.</p>

<p>Step Three – Workshop Delivery & Feedback</p>	<p>The delivery schedule for workshops is agreed with the Training personnel in advance.</p> <p>Upon completion of the workshop, feedback is requested from all participants, which is compiled and shared with the Company.</p> <p>Based on the feedback received, if any change is considered appropriate in the course materials / workshop delivery techniques, the same is discussed with the Training representative and incorporated / followed for subsequent workshops.</p>
<p>Step Four – Follow-up Support / Evaluation</p>	<p>In order to facilitate reinforcement of the knowledge shared during the workshops, we implement a follow-up mechanism, whereby the participants can contact (via phone / email) the trainer for guidance / clarification on any related matter.</p> <p>A time frame is agreed in advance for response to such queries.</p>

Training Methodology

Training Method Based on professional learning principles, we use proven, highly interactive participatory sessions and practical techniques that create discernable behavioral change that can be applied immediately in the workplace. We have always been firm believers in an interactive and engaging instructing style appropriate for professional learning.

Theory: Lectures, Printed Materials, Assignments, Articles

Application: Group Exercises, Group Discussion, Case Studies, Self-Assessments, Role Plays



Portfolio of Trainers

Mr. Zafar Ahmad has been serving as a Director Taxes in Junaidy Shekha & Mufti, a Karachi based Chartered Accountants firm from the last four years. He is an associate member of Pakistan Institute of Public Finance Accountants. Zafar holds a rich experience in tax practice at senior position in Ford Rhodes Sidat Hyder & Co., Chartered Accountants. He holds over 6 years of experience of advisory services in corporate and personal income tax, which encompass rendering professional opinions on various income tax issues. He is also a member of Income Tax Bar Association, Karachi and a founder member of Karachi Sales Tax Bar Association

Mr. Asif Kasbati is the Fellow Member of the Institute of Chartered Accountants of Pakistan as well as the Institute of Cost & Management Accountants of Pakistan. His experience is spread over a wide spectrum of industries covering several large local and multinational companies, in Pakistan and offshore, since more than 18 years. He gave several Presentations on various direct and indirect Taxation matters, before the Members of several professional bodies in Pakistan and offshore, including Income Tax Bar Association, ICAP and ICMAP.

Mr. Usman Ghani Akbani is a fellow member of the Institute of Chartered Accountants of Pakistan (the Institute). His responsibilities include Quality Control Review, Provision of Technical Advices and Training of the firm's professionals. Mr. Akbani has over 37 years of experience as a Chartered Accountant and carries vast experience in the field of accounting, auditing and consultancy.

Portfolio of Trainers

Mr. Fasihul Karim Siddiqi has 35+ years of experience in human resource development and management. He has been associated with Pakistan largest Electronic Company and later with largest heavy and commercial vehicle manufacturing Japanese Company Hinopak Motors Limited, in which he is currently Director and Board Advisor, Human Resource and Progressive Manufacturing and CSR. He has over the 20 years of Professional training career in leadership management, labor laws, CSR, quality, Productivity and system management conducting over 200 workshops within and outside the country (including India, Tunisia, Addis Ababa, Dubai, Kenya, Bangladesh, Sri Lanka, Nepal, UK, and USA).

Mr. Muhammad Iftikar with around 40 years of diverse experience. He has worked in Allied Papers, Esso Eastern Inc, ICI Pakistan and Pakistan Petroleum in various Sales, Management and HR roles. He worked as GM-HR of Pakistan Petroleum. He is on the Board of Governors of the Pakistan Society of Training & Development and is the founding President of Pakistan Society of Human Resource Management. He has done training programs for ICI in Asia Pacific Region as well as locally for them and PPL. He has attended Advanced Management Programme at Kellogg School of Business, Chicago, USA.

Mr. Shahid Farooqi has thirty seven years in different companies that are Pakistan National Oils, Pakistan Automobile Corporation, Pakistan Industrial Gases, and Pakistan Petroleum Limited. As a Senior Consultant and successfully conducted number of public & in-house soft skills workshops. He worked as Training Specialist at PPL.

Portfolio of Trainers

Mr. Ayaz Wasay brings with him over 30 years of rich banking experience. He has acquired expertise in Trade finance, Treasury management, Institutional banking, financial brokerage, Islamic Treasury and in the Development of Trade & Treasury products. He's currently working in Dawood Islamic Bank Limited as Group Head- Treasury & Financial Institutions. Before that, has been associated with the Gulf African Bank in Kenya, Bank Islami, Meezan Bank, First Women Bank, Prime Commercial, Standard Chartered, Union Bank, BCCI and MCB. He has attended various international / local seminars and conferences as a key note speaker

Mr. Noman Iftikhar is a renowned presenter and trainer in the field of taxation and carried a success track of over two decades. Moreover, he also heads a consultancy firm "KTMC" for the past 20 years and brings in real life exposure of tax advisory and compliance. He is also heading Softax (Pvt) Limited "a web based online taxation support company" as CEO.

Mr. Mir Akbar Ali Khan has seventeen years of diversified experience, and has acquired strategic outlook, management & administrative skills, whilst handling various aspects of HR & Business as MD/CEO Sind Engineering (Pvt) Ltd -the then Assemblers of Mazda Trucks & Busses in Pakistan, Director (Admin) Institute of Business Administration (IBA) Karachi & General Manager – HR/ER, UBL. He is also a HRM Trainer at the Institute of Bankers Pakistan. For past many years he has been conducting various Training Workshops on HRM, at IBP, ACE Consultants & other forums.

Portfolio of Trainers

Mr. Masoud Ali Khan is a Fellow member of the Institute of Cost & Management Accountants of Pakistan (FCMA) and member of the Institute of Corporate Directors in Canada. He has a highly successful & diversified track record of leading and managing Business, Finance & support functions of reputed organizations in Pakistan and the Middle East for over 25 years. He has worked at senior management positions with Ernst & Young International, American President Lines (APL), MCB Bank Limited, Danone Group France JV in Pakistan and Tameer Group in the UAE.

Mr. Shiraz Ahmed is an international facilitator, corporate trainer and coach. He has worked with professionals of US, UK, Australia, Singapore, Indonesia, Nepal and Africa. He has spoken and facilitated sessions to foreign diplomats, Global CEO, Executive & Regional Directors and Institutional heads. He has trained and taught numerous business professionals from leading national and multinational organizations across Pakistan. Shiraz is passionate about facilitation. His specialty is in developing people so that they can get best out of their life and work. He is also a British Council Trained Management Trainer and Certified HR Professional as well.

Mr. Muhammad Farhan is a brilliant problem solver and a highly engaging speaker. His innovative and out of the box thinking approach have led to surprising business improvements for various clients. He has extensive experience in both operational and management consultancy role. He has worked in the UAE and Pakistan in important business functionalities and developed expertise in Human Capital Management, Performance Management Systems and Competency based Recruitment.

Selected Clients are



Portfolio of Trainings

Soft Skills	HRM	Finance
<ul style="list-style-type: none"> ▪ Supervisory Skills ▪ Managerial Skills ▪ Leadership ▪ Customer Services ▪ Stress Management ▪ Mentoring Skills ▪ Delegation Skills ▪ Team Building ▪ Presentation Skills ▪ Negotiation Skills 	<ul style="list-style-type: none"> ▪ Learning Culture ▪ Manpower Planning ▪ Succession Planning ▪ Job Analysis ▪ Performance Management ▪ Training Analysis ▪ Personality Assessment ▪ Competency Based HR Framework 	<ul style="list-style-type: none"> ▪ Financial Modeling ▪ Working Capital Management ▪ Financial Statement Analysis ▪ Finance for Non Finance Staff ▪ Budgeting ▪ Strategic Finance Management ▪ Corporate Performance Management
Sales	Marketing	Organization Development
<ul style="list-style-type: none"> ▪ Retails Selling Skills ▪ Sales Management ▪ Sales Territory Planning ▪ Trade Management ▪ Key Accounts 	<ul style="list-style-type: none"> ▪ Marketing Research ▪ Pricing Research ▪ Brand Activation ▪ Brand Equity Equation ▪ Marketing & Sales Collaboration ▪ Segmentation Research 	<ul style="list-style-type: none"> ▪ Change Management ▪ Facilitative Leadership ▪ Organizational assessments ▪ Leadership development ▪ OD Interventions

Details of In-House Training Solutions

Developing a Learning Culture Learn, Energize & Inspire
<p>Overview:</p> <p>The aim would be to aid employees to see the value and embrace learning and understand its importance in the development of Individuals, Teams and the overall organization. Creating a learning culture within organization will take one step beyond just acquiring the skills. This program to help employees to understand Training and Development as a key element in the business strategy of an organization dedicated to continuous learning.</p>
<p>Learning Objectives:</p> <ul style="list-style-type: none"> • What is a Learning Culture? Creating a Learning Culture. • Aligning learning culture to business needs • Benefits of developing a Training and Learning Culture • Understand the importance of Training and Development • Role of employees in developing a true Learning Culture
<p>Duration</p> <p>8 to 16 hours of Engagement</p> <p>Participants</p> <p>15 participants(Min) and 25 (Max)</p> <p>Target Group</p> <p>Senior Managers, Line Managers, Supervisors, Officers</p>

Customer Services Excellence

Putting the Customer First

Overview:

In fiercely competitive markets, where products and services are similar, 'putting the customer first' is a sensible strategy for building a successful business. This program is very participative and allows participants to address issues in a practical way that clarifies the relationship between customer service and overall business strategy of the company.

Learning Objectives:

- Explore various dimensions of listening and responding to customers with empathy
- Learn the best ways to provide exceptional service by understanding the customer needs
- Gain an understanding into handling difficult customers
- Understand the importance of communication in customer service

Duration

8 to 16 hours of Engagement

Participants

15 participants (Min) and 25 (Max)

Target Group

Line Managers, Supervisors, Officers

Facilitative Leadership

Overview:

Leadership increases efficiency by moving decision-making responsibility to the frontline. Participants are taught to achieve efficiency in better ways. To make frontline responsibility effective, leadership must give workers opportunity to develop quality decision-making skills and learn to trust them.

Learning Objectives:

- Understand facilitative leader's role
- Focus on results, process and relationship
- Decide who should be involved in making decisions and how to involve them
- Coach and inspire others to perform at their best
- Celebrate accomplishment in true and motivating ways

Duration

8 to 16 hours of Engagement

Participants

15 participants(Min) and 25 (Max)

Target Group

Head of Departments, Line Managers

Effective Managerial Skills

Overview:

This workshop will equip participants with proven management skills and techniques which can put into action immediately. Learn the tools to plan, organize, communicate and monitor effectively in every situation. Interactive activities take you through the paces of motivation, delegation, communication, performance management and time management.

Learning Objectives:

- Discover and define your managerial competencies
- Empower your business knowledge and skills
- Improve communication to effectively set expectations for yourself and your direct reports
- Build winning teams and manager difficult people

Duration

8 to 16 hours of Engagement

Participants

15 participants (Min) and 25 (Max)

Target Group

Senior Managers, Line Managers

Essential Coaching and Mentoring Skills

Overview:

This workshop will equip the participants with coaching and mentoring techniques and develop key coaching skills essential for employees and organization success. Participants will also develop high impact communication skills that start action and get results.

Learning Objectives:

- Apply the coaching techniques to retain your talented employees
- Get what you want by working with people, not against them.
- Use coaching and mentoring skills to become an effective manager
- Apply effective listening, communication and interpersonal skills
- Understand how small statements can make big impacts on people

Duration

8 to 16 hours of Engagement

Participants

15 participants(Min) and 25 (Max)

Target Group

Senior Managers, Line Managers, Supervisors

Team building – Tactics for Working Better Together

Overview:

An effective team, more often than not, produces first-rate results. High-performing teams exhibit accountability, purpose, cohesiveness, and collaboration. How do you turn a dysfunctional group into a productive team? Can you make a good team better? What makes a successful team and where the participants' teams are falling short?

Learning Objectives:

- Describe the teambuilding process (Forming, Storming, Performing)
- Explain the four basic behavioral styles and how to manage each
- Demonstrate effective listening skills
- Rephrase blunt wording for better communication
- Identify team strengths and opportunities for improvement

Duration

8 to 16 hours of Engagement

Participants

15 participants (Min) and 25 (Max)

Target Group

Senior Managers, Line Managers, Supervisors, Officers

Winning Presentation Skills

Say it with Presentations

Overview:

Clear, confident and engaging presentation skills are essential to success. This program will enable the participants to enhance their influence presentation skills and they will learn how to make an impact during presentation.

Learning Objectives:

- Useful advice, tips and techniques on how to make winning presentations
- How to influence people when making a presentation?
- Identify the right use of visual aids & learn best presentation drafting skills
- Learn to respond to strong questions at the end of a presentation
- Develop a more confident and dynamic presentation style

Duration

8 to 16 hours of Engagement

Participants

15 participants(Min) and 25 (Max)

Target Group

Line Managers, Supervisors, Officers

Effective Negotiation skills

How to Negotiate Successfully?

Overview:

Conflict in the workplace can have a significant effect upon productivity, motivation and the retention of personnel. This program will enable the participants able to use techniques that enable them to deal confidently with conflict, disagreement, aggression and other strong emotions.

Learning Objectives:

- Identify and discuss individual sources of negotiating strength.
- Practice skills that can influence the outcome of the negotiation
- Understand the relationship between conflict and negotiation
- Identify potential problems in the negotiation process
- Managing the negotiation, forward effectively when deadlocks occurs

Duration

8 to 16 hours of Engagement

Participants

15 participants(Min) and 25 (Max)

Target Group

Senior Manager, Line Managers, Supervisors, Officers

Essential Supervisory Skills

Overview:

This workshop will enable the participants to learn essential Supervisory skills including delegation and planning and the tools needed to establish clear expectations for others. The program prepares supervisors with all the basic concepts they need to step into their new role.

Learning Objectives:

- Describe the characteristics of a successful supervisor
- Define the basic responsibilities of a first-line supervisor
- Be more effective in planning and organizing the work that needs to get done
- Develop a personal development plan for the future

Duration

8 to 16 hours of Engagement

Participants

15 participants (Min) and 25 (Max)

Target Group

Managers, Supervisors

Effective Delegation Skills

Overview:

Delegation is the most crucial management skill. Good delegation gets work done, saves time, develops people, and motivates self and others. Poor delegation causes failure and frustration, demotivates and confuses others. Delegation is a management skill that's worth perfecting.

Learning Objectives:

- Understand the importance of delegation
- Learn the process of delegation, Do it, Delegate it, or Defer it
- Understand the Delegation Plan - Developing Your Plan
Timeline for Monitoring and Review
- Managing Performance - Performance Planning , Giving
Feedback: Positive and Corrective

Duration

8 to 16 hours of Engagement

Participants

15 participants(Min) and 25 (Max)

Target Group

Senior Manager, Line Managers, Supervisors