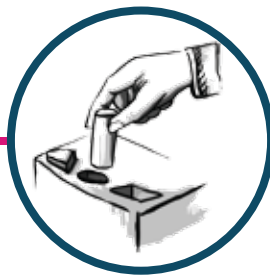


# CAPACITY MENU



**Funverks**  
Funverks Global (PVT) Ltd.

[www.funverks.com](http://www.funverks.com)

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# LEARNING INTERVENTIONS



## Skill-based Trainings

Skill-based training aims to concentrate on developing and applying specific skills and behaviors. These training programs vary with industry, target audience, level of communication and trainer profile. Our programs are regularly updated in terms of content and are customizable as per your requirements. Whilst our standard offerings are shared below, we also develop new content to match your needs.

### Communication & Interpersonal Skills

Program	Communication Edge
Focus Areas	<ul style="list-style-type: none"><li>- Understand different communication styles</li><li>- Establish trust to connect instantly</li><li>- Share feedback constructively and avoid conflict in communication</li></ul>
Audience	General
Facilitator	Saman Ali
No. Of Days	1

Program	Face to Face
Focus Areas	<ul style="list-style-type: none"><li>- Strengthen interpersonal skills</li><li>- Communicating with tact</li><li>- Striking up instant rapport</li><li>- Making a memorable impression</li></ul>
Audience	General
Facilitator	Saman Ali
No. Of Days	1



Program	The Presentation Edge
Focus Areas	<ul style="list-style-type: none"> <li>- Designing content</li> <li>- Understanding and engaging the audience</li> <li>- Delivering impactfully</li> </ul> This program incorporates the “CAD” Model (Content, Audience and Delivery)
Audience	General
Facilitator	Noman Nasrullah
No. Of Days	2

Program	D.O.S
Focus Areas	<b>Developing Oratory Skills:</b> <ul style="list-style-type: none"> <li>- Utilizing internal capabilities to being a better presenter</li> <li>- Crafting the message and its style and structure</li> <li>- Adding the 3S's (Substance, Sizzle, Soul) to your presentation</li> <li>- Audience awareness and management</li> </ul>
Audience	General
Facilitator	Farhad Karamally, Saman Ali
No. Of Days	2



Program	Presenting with Conviction
Focus Areas	<ul style="list-style-type: none"> <li>- Understand the role of influencing, and its practice during presentations</li> <li>- Inculcate a framework to improve substance and efficiency of presentations</li> <li>- Understand techniques to present complex and critical information in a user friendly manner</li> <li>- Audience impact through passion and conviction</li> </ul>
Audience	Senior Management
Funcilitator	Sumair Abro
No. Of Days	2

Program	P.A.C
Focus Areas	<p><b>P</b>racticing <b>A</b>rticulation and <b>C</b>onference</p> <ul style="list-style-type: none"> <li>- Crafting a winning presentation that leaves a lasting impact</li> <li>- Captivating your audience</li> <li>- Performing with authenticity</li> <li>- Tools and methodology to sell a product, service or idea</li> <li>- Creating positioning stories that build credibility and trust</li> </ul>
Audience	General
Funcilitator	Zain Goplani
No. Of Days	1



<b>Program</b>	<b>Professional Writing Skills</b>
Focus Areas	<ul style="list-style-type: none"> <li>- Distinguishing between informal and professional writing</li> <li>- Presenting information in an organized and structured manner</li> <li>- Managing tone while writing</li> <li>- Expressing ideas with confidence and clarity</li> </ul>
Audience	General
Facilitator	Zain Goplani
No. Of Days	1

<b>Program</b>	<b>Influence for Impact</b>
Focus Areas	<ul style="list-style-type: none"> <li>- Do's and Don't's of influencing</li> <li>- Powerful influencing behaviors</li> <li>- Body language and non-verbal communication</li> <li>- Developing a personal influencing style</li> </ul>
Audience	General
Facilitator	Saman Ali
No. Of Days	2



<b>Program</b>	<b>Workplace Interpersonal Skills</b>
Focus Areas	<ul style="list-style-type: none"> <li>- Types and impact of interpersonal relationships</li> <li>- Interpersonal skills for personal and team effectiveness</li> <li>- Managing emotions of self and others for positive relationship</li> <li>- Non-verbal communication and reading others easily and accurately</li> <li>- Handling difficult situations with less stress and more understanding</li> </ul>
Audience	General
Facilitator	Zain Goplani
No. Of Days	2

<b>Program</b>	<b>Connect</b>
Focus Areas	<ul style="list-style-type: none"> <li>- Understanding and acknowledging challenges of communication</li> <li>- Utilizing simple communication tools to facilitate effective meetings</li> <li>- Uplifting verbal and non-verbal communication to match organizational expectation</li> </ul>
Audience	General
Facilitator	Yasir Taak
No. Of Days	1





Program	Being MORE
Focus Areas	<b>Masters Of Rhetoric Excellence</b> - Basics of Public speaking – Rhetoric and it's canons - Mastering design and delivery of Impromptu, Informative and Persuasive Speeches - Finding your style, form & voice
Audience	General
Funcilitator	Sadeed Mirza
No. Of Days	2

Program	PIN Code for Success
Focus Areas	<b>Persuasion, Influence and Networking Code for Success</b> - Your Network = Your Net Worth - Storytelling as a PIN tool - Tools on influencing, persuasion and networking – where and how to use them - Creating sponsors - Mastering the PIN Code and breaking all barriers
Audience	General
Funcilitator	Sadeed Mirza
No. Of Days	2



## Negotiation skills

Program	The Negotiator
Focus Areas	<ul style="list-style-type: none"><li>- Understanding the mindset, meaning and process for negotiation</li><li>- Hard/soft areas of negotiation</li><li>- Understanding and improving personal negotiation style through practice</li></ul>
Audience	Management and Sales Team
Funcilitator	Sumair Abro
No. Of Days	2

Program	P.A.C.E.
Focus Areas	<b>Prepare, Act, Close and Evaluate:</b> <ul style="list-style-type: none"><li>- Understand personal styles and interpersonal dynamics of negotiation</li><li>- Learn and master the tools for effective negotiations from a leadership and financial standpoint</li><li>- Leading, Closing and Evaluating each negotiation as a pro</li></ul>
Audience	Management and Sales Team
Funcilitator	Sadeed Mirza
No. Of Days	2



## Conflict Management

Program	Conflict Management
Focus Areas	<ul style="list-style-type: none"><li>- 4 reasons why conflicts are created</li><li>- Different kinds of conflicts</li><li>- Dealing and managing conflicts</li><li>- Negotiating solutions without compromise</li><li>- Discovering personal conflict management style</li></ul>
Audience	Supervisors and Managers
Facilitator	Farhad Karamally
No. Of Days	2

Program	Conflict Quotient
Focus Areas	<ul style="list-style-type: none"><li>- Types of conflict in the workplace</li><li>- Glasl's Escalation Model</li><li>- Effective conflict resolution strategies</li><li>- Conflict management styles</li></ul>
Audience	General
Facilitator	Zain Goplani
No. Of Days	2



## Customer Service & Relationship Management

Program	Served
Focus Areas	<ul style="list-style-type: none"><li>- Building effective relationships with customers</li><li>- Precise identification of customer needs</li><li>- Levels of service engagement</li></ul>
Audience	Customer Service Representatives
Facilitator	Yasir Taak
No. Of Days	1

Program	P.A.L.O
Focus Areas	<p><b>P</b>ositive attitude, <b>A</b>lignment with processes, <b>L</b>everaging relationships, and <b>O</b>rganizational values:</p> <ul style="list-style-type: none"><li>- Maintain a service mindset</li><li>- Understand balancing SOPs with customer requests</li><li>- Build &amp; maintain effective relationships with customers</li><li>- Live your organizational values</li></ul>
Audience	Service Representatives and Team Leads
Facilitator	Saman Ali
No. Of Days	1



Program	C.A.R.E
Focus Areas	<b>Customers Are Really Everything:</b> <ul style="list-style-type: none"> <li>- Culture of service excellence</li> <li>- Customer delight</li> <li>- Customer service skill set: Influence, Impress and Innovate</li> </ul>
Audience	Customer Service Teams
Facilitator	Saman Ali
No. Of Days	1

Program	S.L.A.S.H
Focus Areas	<b>Serve Like A Super-Hero:</b> <ul style="list-style-type: none"> <li>- Taking responsibility</li> <li>- Maintaining a sharp exterior</li> <li>- Understanding customer needs</li> <li>- Pushing for innovation</li> <li>- Relentless pursuit of goals</li> </ul>
Audience	Customer Service Team Leads
Facilitator	Yasir Taak
No. Of Days	2



<b>Program</b>	<b>Brand Connect</b>
Focus Areas	<ul style="list-style-type: none"> <li>- Positive first impressions in customer service.</li> <li>- Attitude</li> <li>- Behaviours</li> <li>- Customer centricity</li> <li>- Delivering excellence</li> </ul> Inspired by the internationally acclaimed technique of 'Fish! Philosophy'
Audience	Brand Ambassadors
Facilitator	Saman Ali
No. Of Days	1

<b>Program</b>	<b>Call Center Agents Coaching</b>
Focus Areas	<ul style="list-style-type: none"> <li>- Effective telecommunication with customers</li> <li>- Active listening skills</li> <li>- Probing through effective questions</li> <li>- Telephone etiquettes and courtesy</li> <li>- Controlling emotions and shifting gears</li> <li>- 5 Cs: Care, Concern, Cooperation, Collaboration and Communication</li> </ul>
Audience	Call Centre Staff
Facilitator	Zain Goplani
No. Of Days	2



<b>Program</b>	<b>Customers Connect</b>
Focus Areas	<ul style="list-style-type: none"> <li>- Differentiating between poor, good, and great customer service</li> <li>- Maintaining a harmonious relationship with customers</li> <li>- Understanding and clarifying expectations with customers</li> <li>- Exhibiting suitable personal image and presentation</li> </ul>
Audience	Customer Service Teams
Facilitator	Zain Goplani
No. Of Days	2

<b>Program</b>	<b>Restaurateur</b>
Focus Areas	<ul style="list-style-type: none"> <li>- Creating synergy in teams for an enhanced customer service</li> <li>- Connecting front-end and back-end for better logistical experience</li> <li>- Delivering real-time WOH experience</li> </ul>
Audience	Customer Service Teams
Facilitator	Sadeed Mirza / Yasir Taak
No. Of Days	1



<b>Program</b>	<b>Championing The Customer</b>
Focus Areas	<ul style="list-style-type: none"> <li>- Recognizing and dealing with different types of customers</li> <li>- Learning the key traits of customer service representatives</li> <li>- Acquiring the toolsets to handle difficult customers</li> </ul>
Audience	Customer Service Teams
Facilitator	Noman Nasrullah
No. Of Days	2

## Selling Skills & Techniques

<b>Program</b>	<b>License To Sell</b>
Focus Areas	<ul style="list-style-type: none"> <li>- Incorporating the right attitude</li> <li>- Winning behaviors in sales,</li> <li>- Practical examples in the local context</li> <li>- Simple and effective sales models for different stages of the sales process</li> </ul>
Audience	Sales Teams
Facilitator	Sumair Abro
No. Of Days	2





<b>Program</b>	<b>The Selling Champs</b>
Focus Areas	<ul style="list-style-type: none"> <li>- Mindset of thinking about the obvious</li> <li>- Skill set of a sales champ</li> <li>- The KASH model for sales - based on Knowledge, Attitude, Skills &amp; Habits</li> <li>- SPIN Selling</li> </ul>
Audience	Sales Teams
Facilitator	Noman Nasrullah
No. Of Days	2

<b>Program</b>	<b>Sales Savvy</b>
Focus Areas	<ul style="list-style-type: none"> <li>- Equipping with attitude to make sales happen</li> <li>- The before, during and after call process</li> <li>- Communication, grooming and presentation for sales</li> </ul>
Audience	Sales Teams
Facilitator	Yasir Taak
No. Of Days	2



Program	The Sales Samurai
Focus Areas	<ul style="list-style-type: none"> <li>- The Sales Samurai vs. the Shinobi</li> <li>- The value based salesperson</li> <li>- Influencing your marketplace – Pull vs. Push sales</li> <li>- Psychological conditioning of a Sales Samurai</li> <li>- International models including Team, Consultative, Complex, Partnering, SPIN and High Probability Sales – Finding the perfect model/mix for you</li> <li>- Closing sales and follow ups – upsells and cross sells</li> </ul>
Audience	General
Funcilitator	Sadeed Mirza
No. Of Days	2

## Social Media

Program	M.S.M
Focus Areas	<p><b>Mastering Social Media</b></p> <ul style="list-style-type: none"> <li>- Touchpoints of Social media &amp; social media platforms</li> <li>- Identifying your audiences &amp; catering to them – both reactively &amp; proactively</li> <li>- Learning &amp; mastering the tools for effective social media marketing &amp; management</li> <li>- Creating &amp; Curating quality content for an optimal social media presence</li> </ul>
Audience	General
Funcilitator	Sadeed Mirza
No. Of Days	2



## Personal Mastery & Effectiveness

Program	Living for Results
Focus Areas	<ul style="list-style-type: none"><li>- Self-discovery and evaluation</li><li>- Proactivity</li><li>- Areas of personal improvement</li><li>- Defining and ultimately realizing personal vision</li></ul>
Audience	General
Facilitator	Farhad Karamally
No. Of Days	2

Program	C.O.P.E for Personal Effectiveness
Focus Areas	<b>C</b> ommunication, <b>O</b> rganization, <b>P</b> rioritization and <b>E</b> limination <ul style="list-style-type: none"><li>- Effective and active communication for effectiveness</li><li>- Knowing yourself (Personal SWOT) to maximize productivity</li><li>- Managing time, stress and self for optimal performance</li><li>- Learning the complete OPE toolkit</li></ul>
Audience	General
Facilitator	Sadeed Mirza
No. Of Days	1



Program	M   B   S
Focus Areas	<b>M</b> ind   <b>B</b> ody   <b>S</b> oul   - Transformational personal mastery - Knowing yourself - Mastering your mind - Understanding your body - Connecting to your soul
Audience	General
Funcilitator	Sadeed Mirza
No. Of Days	2

Program	Growth Mantras
Focus Areas	- Understanding and branding self - Accelerating professional growth - Goal setting strategies - Communication and presentation skills
Audience	General
Funcilitator	Noman Nasrullah
No. Of Days	2



<b>Program</b>	<b>Personal Mastery</b>
Focus Areas	<ul style="list-style-type: none"> <li>- Self-confidence and taking initiative</li> <li>- Managing emotions</li> <li>- Ability to create a sync between team members</li> <li>- Getting benefits out of healthy conflicts</li> </ul>
Audience	General
Facilitator	Zain Goplani
No. Of Days	3

<b>Program</b>	<b>Managing Emotions and Stress at Work</b>
Focus Areas	<ul style="list-style-type: none"> <li>- Understanding emotional needs of self and others</li> <li>- Managing positive and negative emotions</li> <li>- Understanding stress as one of the outcomes of mishandling intense emotions</li> <li>- Strategies to manage intense emotions positively under various circumstances</li> </ul>
Audience	General
Facilitator	Zain Goplani
No. Of Days	2



<b>Program</b>	<b>Taking Ownership at Work</b>
Focus Areas	<ul style="list-style-type: none"> <li>- Taking responsibility of the work</li> <li>- Building a proactive attitude</li> <li>- Aligning personal vision with organizational goals</li> <li>- Achieving results rather than "just doing the job"</li> </ul>
Audience	General
Facilitator	Zain Goplani
No. Of Days	2

<b>Program</b>	<b>Employability Skills</b>
Focus Areas	<ul style="list-style-type: none"> <li>- Understanding different employability skills to know how to get the job</li> <li>- Knowing the difference between CV and Resume</li> <li>- Being familiar with different types of resume and cover letter</li> <li>- Evaluation of resume and cover letter</li> <li>- Understanding interview techniques</li> <li>- One-on-one coaching</li> </ul>
Audience	General
Facilitator	Zeeshan Khan & Yumna Usmani
No. Of Days	2



## Impression Management

Program	AHA! Impressions
Focus Areas	<ul style="list-style-type: none"><li>- Personal branding through understanding individual identity</li><li>- Connecting with social norms within organizational culture</li><li>- Uplifting your verbal and non-verbal communication to exceed expectations</li></ul>
Audience	General
Facilitator	Yasir Taak
No. Of Days	1

Program	Personal Grooming and Development
Focus Areas	<ul style="list-style-type: none"><li>- Importance of personal grooming</li><li>- Dressing appropriately at the right place and right time</li><li>- Significance of verbal and non-verbal communication in personal &amp; professional life</li><li>- Different ways of self-grooming including interpersonal, social and communication skills</li><li>- Identifying etiquette demands for various places including work, home and public places</li></ul>
Audience	General
Facilitator	Zain Goplani
No. Of Days	2



## Goal Setting

Program	Effective Goal Setting
Focus Areas	<ul style="list-style-type: none"><li>- Developing a reasonable and attainable goal-directed plan</li><li>- SMART Objectives (Specific, Measurable, Achievable, Realistic and Time-Sensitive)</li><li>- Identify and define goal-orientation behaviors</li><li>- Elements required to set realistic and effective goals</li><li>- Monitoring goal based progress and adjusting the goal plan as needed</li></ul>
Audience	General
Facilitator	Zain Goplani
No. Of Days	2

Program	Goal Up!
Focus Areas	<ul style="list-style-type: none"><li>- Creating challenging goals for yourself and teams</li><li>- Managing goals by planning each step forward</li><li>- Understanding time frames realistically</li><li>- Establishing buy-in, commitment &amp; accountability</li><li>- Staying focused and brushing aside distractions</li></ul>
Audience	General
Facilitator	Yasir Taak
No. Of Days	2





## Time Management

Program	Race Against Time
Focus Areas	<ul style="list-style-type: none"><li>- Developing habits that stretch time</li><li>- Removing obstacles to time management</li><li>- Investing in technology</li><li>- Expanding time through effective delegation</li></ul>
Audience	General
Facilitator	Farhad Karamally
No. Of Days	1

## Problem Solving & Critical Thinking

Program	Breakthrough Performance
Focus Areas	<ul style="list-style-type: none"><li>- Understanding the creativity &amp; innovation process</li><li>- Developing new ideas to address operational challenges</li><li>- Defining problems responsibly</li><li>- The “why” of creativity in the new economy</li></ul>
Audience	Managers and Senior Managers
Facilitator	Farhad Karamally
No. Of Days	2



<b>Program</b>	<b>Block Busting</b>
Focus Areas	<ul style="list-style-type: none"> <li>- The difference between problems and symptoms</li> <li>- The difference between creativity and innovation</li> <li>- Various thinking styles for brainstorming and out of the box solutions</li> <li>- Understanding personal decision making style</li> <li>- Process of elimination to highlight advantages and disadvantages amongst decisions</li> </ul>
Audience	Managers and Senior Managers
Facilitator	Sumair Abro
No. Of Days	2

<b>Program</b>	<b>Problem-Solving Skills</b>
Focus Areas	<ul style="list-style-type: none"> <li>- Decision-making, critical thinking and creative problem solving skills</li> <li>- Logical and creative approaches to solving problems and making decisions</li> <li>- Utilizing creativity and lateral thinking as business tools</li> <li>- Analysis of actual work problems</li> </ul>
Audience	General
Facilitator	Zain Goplani
No. Of Days	2



## Intrapreneurship

Program	Ignite
Focus Areas	<ul style="list-style-type: none"><li>- Introduction to the practice of Intrapreneurship</li><li>- Best practices of intrepeneurs within pre-defined organizational boundaries</li><li>- Defining existing areas of improvement</li><li>- Devise action plans</li></ul>
Audience	Managers and Executives
Funcilitator	Sumair Abro
No. Of Days	2

Program	The Intrapreneur
Focus Areas	<ul style="list-style-type: none"><li>- Innovation, Growth, Employee Engagement model for Intrapreneur traits</li><li>- The Hedgehog concept for personal growth</li><li>- Necessary actions that create the ability to innovate</li></ul>
Audience	Managers and Executives
Funcilitator	Farhad Karamally
No. Of Days	2



## Change Management

Program	Change Management
Focus Areas	<ul style="list-style-type: none"><li>- A positive way of looking at change</li><li>- Fun language and methods of thinking that accelerate the ability to change</li><li>- Reliable ways to win by doing what works in changing times</li></ul> Conceptually based on "Who Moved My Cheese?" by Spencer Johnson
Audience	General
Facilitator	Farhad Karamally
No. Of Days	2

Program	Driving Change
Focus Areas	<ul style="list-style-type: none"><li>- The difference between managing and leading change</li><li>- Types of change, and different management styles</li><li>- Methods of minimizing resistance to change</li><li>- Understand the change framework</li></ul>
Audience	Managers and Senior Managers
Facilitator	Sumair Abro
No. Of Days	2



<b>Program</b>	<b>Architecting The Future</b>
Focus Areas	<ul style="list-style-type: none"> <li>- Introspection and evaluation of current potential</li> <li>- 6-A Habits for Success</li> <li>- Defining a vision for achieving results</li> <li>- Lewin's Change Model</li> <li>- Beckhard-Harris Change Equation</li> </ul>
Audience	General
Facilitator	Farhad Karamally
No. Of Days	2

## Managerial Skills

<b>Program</b>	<b>Supermanagers</b>
Focus Areas	<ul style="list-style-type: none"> <li>- Different managerial roles – People, Task, Process</li> <li>- Communication and building rapport</li> <li>- The difference between supervision and supervision</li> <li>- Effective delegation</li> <li>- Self-motivation and discovery</li> </ul>
Audience	Managers
Facilitator	Farhad Karamally
No. Of Days	2



<b>Program</b>	<b>Management Declassified</b>
Focus Areas	<ul style="list-style-type: none"> <li>- Managing self</li> <li>- Managerial leadership</li> <li>- Managing team dynamics</li> <li>- Managing diversity and differences</li> <li>- Building a high performance culture</li> </ul>
Audience	Managers and Supervisors
Facilitator	Noman Nasrullah
No. Of Days	2

<b>Program</b>	<b>Teamverks</b>
Focus Areas	<ul style="list-style-type: none"> <li>- Orienting teams to business vision and values</li> <li>- Defragmenting from individual to collective approach</li> <li>- Integrating to operate as a cohesive unit</li> <li>- Creating high performance culture</li> </ul>
Audience	Junior to Middle Managers
Facilitator	Yasir Taak
No. Of Days	2



<b>Program</b>	<b>M.D.P</b>
Focus Areas	<b>Managerial Development Program</b> <ul style="list-style-type: none"> <li>- Managers vs. Leaders</li> <li>- Skills for today's managers</li> <li>- Planning, organizing and delegating</li> <li>- Management styles and networking</li> <li>- Personal vs. 1-on-1 vs. Public and Team management</li> </ul>
Audience	Junior to Middle Managers
Funcilitator	Sadeed Mirza
No. Of Days	3

## Leadership

<b>Program</b>	<b>Leadership in Practice</b>
Focus Areas	<ul style="list-style-type: none"> <li>- Leadership as a practice</li> <li>- Heightening camaraderie</li> <li>- Leading self and others</li> <li>- Enhancing interpersonal relationships among departments</li> <li>- Defining work culture: current and desired</li> </ul>
Audience	Managers and Senior Managers
Funcilitator	Farhad Karamally
No. Of Days	2



<b>Program</b>	<b>Leading, Coaching, Delegating</b>
Focus Areas	<ul style="list-style-type: none"> <li>- Discovering leadership style (through pre-workshop Leadership Profile Questionnaire that covers 12 specific behaviours)</li> <li>- Be enabled to view and coach team members in terms of experience, management style and leadership potential</li> <li>- Understanding the process of effective delegation</li> </ul>
Audience	Managers and Senior Managers
Facilitator	Sumair Abro
No. Of Days	2

<b>Program</b>	<b>Situational Leadership</b>
Focus Areas	<ul style="list-style-type: none"> <li>- Matching strategy to situations</li> <li>- 360 Leadership</li> <li>- Creating trust and leading in the time of millennials</li> </ul> Incorporates Ken Blanchard's Situational Leadership Model
Audience	Managers, Supervisors and Team Leads
Facilitator	Noman Nasrullah
No. Of Days	1





<b>Program</b>	<b>Lead High</b>
Focus Areas	<ul style="list-style-type: none"> <li>- Understanding the C.H.A.N.G.E. model of leadership</li> <li>- Developing humility within authority and power</li> <li>- Breaking cultural and thought stereotypes</li> <li>- Taking ownership of the organisational eco-system</li> </ul>
Audience	Managers, Supervisors and Team Leads
Facilitator	Yasir Taak
No. Of Days	2

## Mentoring

<b>Program</b>	<b>Mentors' Masterclass</b>
Focus Areas	<ul style="list-style-type: none"> <li>- Difference between mentoring, coaching and counselling</li> <li>- Directive mentoring vs non-directive mentoring</li> <li>- 5 S model for developing mentoring skills (Scope, Skills, Synergy, Start, Sign Off)</li> <li>- The comfort/capacity matrix</li> <li>- A leader's role as a mentor in the organizational context</li> <li>- Mentoring styles and matching the mentee's needs</li> </ul>
Audience	Senior Managers
Facilitator	Farhad Karamally
No. Of Days	2



## Train the Trainer

Program	The Art of Funcilitation
Focus Areas	<ul style="list-style-type: none"><li>- Identifying training needs</li><li>- Content development</li><li>- Effective Delivery</li><li>- Funcilitation behaviors</li><li>- Audience engagement</li><li>- Managing difficult situations</li><li>- Communication and listening skills</li><li>- Answering questions effectively</li><li>- Evaluation</li></ul>
Audience	Trainers and Managers
Funcilitator	Multiple Resources
No. Of Days	5



## Culture Building & Transformation

An organization's identity is the bedrock that defines its operations. We enable your organization to outline and explore its sense of self and supply you with impactful tools and behaviors to undergo transformative experiences. Culture transformation is a process of many complexities; our approach not only make this process comprehensive but fun as well. Our culture building interventions are momentous in impact and tremendous in energy.

### Team Building

Program	Gung Ho!
Focus Areas	<ul style="list-style-type: none"><li>- High-energy</li><li>- Activity-based approach</li><li>- Heightening camaraderie</li><li>- Synergizing performance</li><li>- Motivation</li><li>- Individual contribution in teams</li></ul>
Audience	General
Facilitator	Farhad Karamally
No. Of Days	2

Program	T.R.I.B.E
Focus Areas	<b>T</b> eamwork to <b>R</b> each <b>I</b> ndependence, <b>B</b> alance and <b>E</b> xcellence <ul style="list-style-type: none"><li>- Facilitating teamwork &amp; collaboration</li><li>- Tribal leadership</li><li>- Developing and strengthening relationships within teams</li></ul>
Audience	General
Facilitator	Sadeed Mirza / Yasir Taak
No. Of Days	1 - 2



Program	Fantastic Voyage
Focus Areas	<ul style="list-style-type: none"> <li>- Defining key strengths of individuals and the team as a whole</li> <li>- The barriers to collaboration and how to overcome them</li> <li>- Communication techniques that help teams bond and develop together</li> </ul>
Audience	General
Facilitator	Sumair Abro
No. Of Days	2

Program	F.A.C.T
Focus Areas	<p><b>F</b>acilitating <b>A</b>ttitude, <b>C</b>ommunication &amp; <b>T</b>eamwork:</p> <ul style="list-style-type: none"> <li>- Developing behaviours geared for quality, honesty and respect</li> <li>- Inculcating stronger team behaviors</li> <li>- Taking personal responsibility</li> <li>- Conscious focus on continuous improvement</li> </ul>
Audience	Front-line/Technical/Field/Floor Staff
Facilitator	Sadeed Mirza / Saman Ali / Yasir Taak / Zain Goplani
No. Of Days	2



<b>Program</b>	<b>Success Through Synergy</b>
Focus Areas	<ul style="list-style-type: none"> <li>- Implementing personal and departmental synergies</li> <li>- Achieving team alignment by interpersonal effectiveness</li> <li>- Enhancing overall effectiveness of cross-functional teams</li> </ul>
Audience	General
Facilitator	Noman Nasrullah
No. Of Days	2

<b>Program</b>	<b>Win From Within</b>
Focus Areas	<ul style="list-style-type: none"> <li>- Boosting ownership and responsibility</li> <li>- Taking initiative</li> <li>- Introducing respect and honesty within communication</li> <li>- Working together for the collective win</li> </ul>
Audience	General
Facilitator	Saman Ali
No. Of Days	1



Program	Team Time
Focus Areas	<ul style="list-style-type: none"> <li>- Creating team identity</li> <li>- Team identity and individual identity</li> <li>- Elements required to become an effective team</li> <li>- Creativity in bringing solutions to the challenges a team faces</li> <li>- Practicing TPR (Taking Personal Responsibility)</li> <li>- Avoiding BSJ (Blame, Shame and Justification)</li> </ul>
Audience	General
Facilitator	Zain Goplani
No. Of Days	2

Program	C.I.T.E.S
Focus Areas	<p><b>Communication In Teams for Excellence and Synergy</b></p> <ul style="list-style-type: none"> <li>- Importance of Open Communication in Teams – The Johari Window</li> <li>- Breaking Silos</li> <li>- Transactional analysis</li> <li>- Importance of Grapevine</li> <li>- Exchange of Feedback for Individual and Team Growth</li> <li>- Playing to Individual and Team strengths to maximize team potential</li> </ul>
Audience	General
Facilitator	Sadeed Mirza
No. Of Days	1



Program	A.R.C of Diversity
Focus Areas	<b>A</b> cknowledgement <b>R</b> espect and <b>C</b> elebration of Diversity <ul style="list-style-type: none"> <li>- Identifying how we perceive stereotypes and set roles</li> <li>- Working on a fair basis when dividing responsibilities in the workplace</li> <li>- Creating a workplace culture conducive to personal and professional growth for all without discrimination</li> <li>- Avoiding harassment and maintaining acceptable personal space</li> <li>- Dealing purely on a basis of personal competencies instead of stereotypes and personal biases</li> </ul>
Audience	General
Facilitator	Sadeed Mirza
No. Of Days	1

Program	Cosmopolitan Rush
Focus Areas	<ul style="list-style-type: none"> <li>- Collective win by collaboration</li> <li>- Stretched mindset to see beyond certainties</li> <li>- Creative solutions to overcome challenges</li> <li>- Active communication for passionate team bonding</li> </ul>
Audience	General
Facilitator	Yasir Taak
No. Of Days	1



## Vision and Values

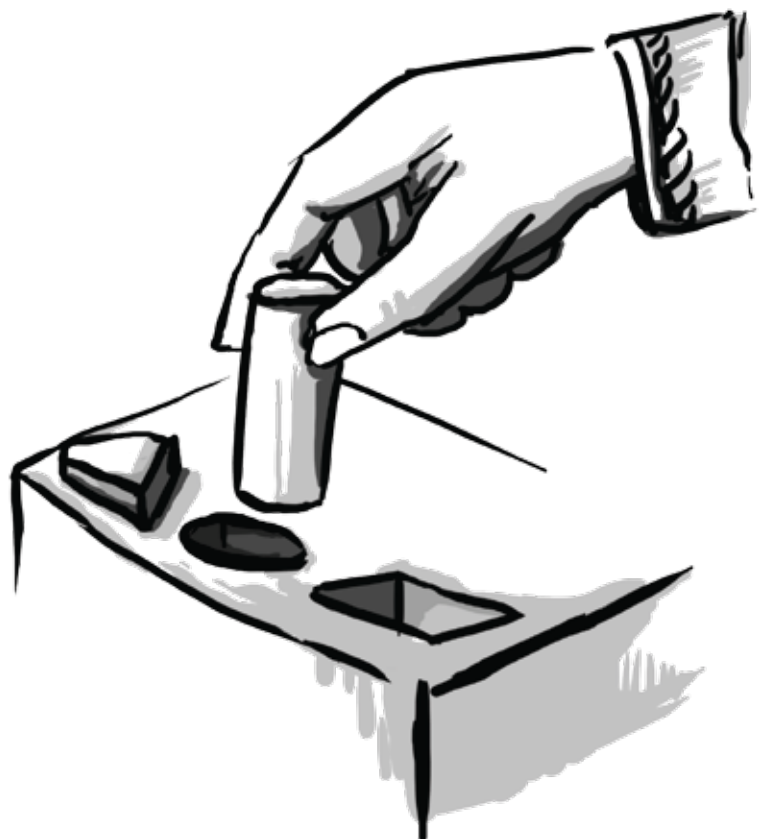
Program	Visioneering
Focus Areas	<ul style="list-style-type: none"><li>- Defining purpose</li><li>- Introspection</li><li>- Organizational Identity</li><li>- Vision boarding exercise</li></ul>
Audience	Management Team
Facilitator	Farhad Karamally / Noman Nasrullah
No. Of Days	2

Program	Values Roll-Out
Focus Areas	<ul style="list-style-type: none"><li>- Communicating the “Why” of the organization</li><li>- Unifying purpose</li><li>- Defining fundamental identity components to your teams</li><li>- Instituting value-aligned behaviors in uniformity across the organization</li></ul>
Audience	General
Facilitator	Farhad Karamally
No. Of Days	1





# CONSULTING



# Consulting

When it comes to developing and improving processes, managing change, transforming culture, communicating key messages to internal or external stakeholders, we partner with you and provide both diagnostics and solutions across a myriad of consulting areas which tie into creating magic in your organization.

## I Competency Modeling

The exercise defines a cluster of success factors and behaviors required to achieve maximum success in your organization. Competency modeling is about determining specific competencies that are characteristic of high performance and success in a given job. This is a multipurpose tool used for: performance management; planning training & capacity building interventions; setting TNA parameters; communicating performance expectations; and recruitment & selection.

## I Performance Management Systems (PMS)

In order to meet your goals and objectives, you must have in place a systematic process designed to articulate individual (or team) standards, measure performance, enable your resources to reach their full performance potential and capacity and prepare your resources for the kind of progression they want. We partner with you to design performance management systems that contribute to the capacitation of individuals and teams in order to achieve high levels of organizational performance.

## I Executive Coaching

A one-on-one structured process for coaching individuals in order to equip them with the right mindsets and tools to achieve short-term and long-term goals. We design individual development plans for your executives to become emphatic organizational leaders.



## **I Training Needs Assessment (TNA)**

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To understand and identify your areas of improvement so that you may maximize your employees' productivity, an in-depth look at the areas of competence and skills required to fulfill the job requirements in your organization is necessary. We partner with you to conduct a Training Needs Assessment, isolating the areas of skill that you have yet to tackle. A TNA results in opportunities for customized & focused capacity building interventions.

## **I Development Needs Assessment**

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Individual development is essential for sustainability. Your organization will grow boundlessly if your people realize their full potential. Our development needs assessment leads you to understand and identify with development, growth and enhancement needs in order to sustain performance & productivity for your organization.

## **I Developing Policies, Procedures & Guidelines Manual**

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Provide your managers and resources with a clear idea of what rules, regulations, allowances, and perks/benefits, your organization offers. The HR manual is a clear indicator of the kind of culture your organization would like to uphold, thus being a significant factor of your identity.

## **I Organizational Scan**

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We partner with you to assess both what is occurring within your organization & how the organization conducts its business. We utilize an in-depth framework to gauge the fit between your organizational culture and operations, and their alignment with support systems within the organization.



## I Organizational Culture Assessment Instrument (OCAI)

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OCAI is very useful in determining the degree to which your organization's culture supports its mission and goals, and in identifying underlying elements in the culture which may work against full achievement of its mission and goals. It is very useful when an organization is deliberately seeking to re-define itself and its culture, and aims to identify cultural elements which best support the change efforts.

## I HR Audit

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When you need a 'snap shot' view of a time frame to determine what has been accomplished and what has yet to be accomplished, our HR audit offers a complete picture of your HR function and identifies areas of improvement in your processes. Furthermore it offers an independent and objective assessment of HR activities linking to corporate strategies and goals. As a result, you can determine concrete next steps for the way forward.

## I Employee Satisfaction Survey

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Also known as 'Climate Survey', this intervention collects data related to "what it feels like" to work in your organization under the current circumstances. The climate reflects surface characteristics and is gauged and quantified using 12 different factors including, but not limited to, individual development, interpersonal relationships, space for innovation and creativity, compensation and benefits and the nature of leadership.

## I Happiness Assessment

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We identify and measure happiness components and their alignment across your organization, through scientific tools and observation of factors pertaining to subjective and objective well-being.



## I Compassion in Business

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Compassion is a means to humanize business. Compassion in Business is a report compiled by Funverks that is based on an in-depth research conceptualized with a strategic foresight that gauges the degree of compassion in the corporate landscape in Pakistan. We are also able to undertake organization-specific reporting through the same framework to help you gauge compassion in your organization.

## I Diversity & Inclusion Survey

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We believe that there is strength in diversity. Our aim is to partner with organizations to gauge the level of appreciation for diversity and the aspect of inclusion within both, organizational culture and policies alike. This is an end-to-end intervention where our focus extends from communication of the survey, to reporting on current base trends within the organization and devising a plan for D&I enhancement.

## I Gameverks

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Gameverks is a play-center that involves behavioral assessment of teams within your organization. We help you in developing a fundamental understanding of the behaviours present within and between your teams in order for you to make optimal decisions regarding your people. Gameverks is a 4-hour program that is designed to gauge a team on specific dimensions that are pre-agreed and mutually defined; the team in question is put through an engaging activity or game that is supervised by our Organizational Psychologist & Human Resources Expert.



## | Integrated Marketing & Communications Strategy

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We facilitate the construction of your own unique brand narrative in congruence with your fundamental identity, that is tailored to cut through the noise. We help you weave your story and support you in creating impactful communication for your target audience by leveraging your unique brand identity.

### | Brand Creation & Strategy

Through a systematic construction of your unique brand identity by amalgamating your predominant components and alignment with vision, values and differentiators we develop your positioning statement and a complimenting long term strategy.

### | Visual Assets

By creating your master brand and all its visual assets for marketing & communications, we aid in delivering your message clearly and succinctly. All visual representations and brand collateral is designed based on insights from your brand narrative.

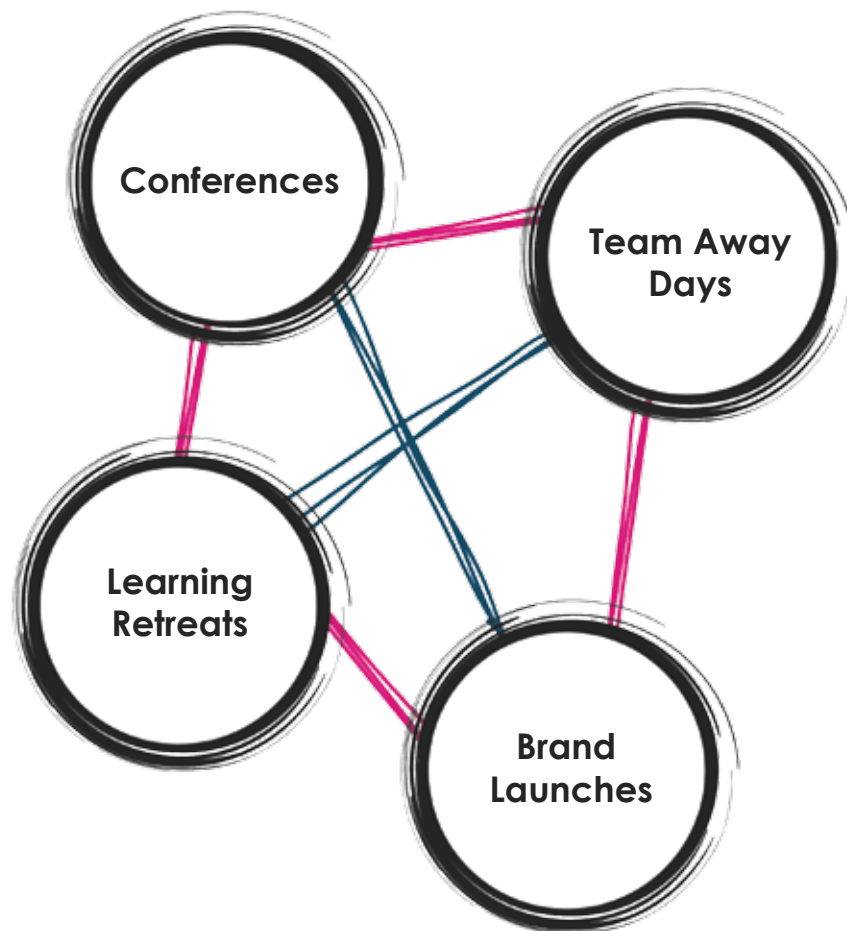


# CONFERENCE DESIGN AND FACILITATION



## Conference Design & Facilitation

In line with various needs, we design and conceptualize our conference and event solutions to be compelling and we facilitate these events with vigor and impact. When it comes to designing and executing events our philosophy of "If it's not fun, it's not working", is all the more essential; crafting the right message is key however the way it is communicated makes the difference between comprehension and enchantment.







**Let's Funverk!**