

FROM OPERATIONAL MANAGER TO PEOPLE MANAGER



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Consultant, Leadership Coach and
Corporate Trainer
17 Years of Global Experience

Date | Location

18 NOVEMBER 2025

Salim Habib University, Karachi.

Time

0900 – 1700 HOURS

FROM OPERATIONAL MANAGER TO PEOPLE MANAGER

OVERVIEW

Transitioning from an operational manager to a true people leader is one of the biggest career transformations. This training program empowers participants to lead teams strategically, inspire performance, and create a culture of trust and accountability. Drawing on global best practices, leadership psychology, and over 17 years of Fortune 500 experience, participants will gain not just concepts, but tools they can use immediately.

This one-day experience blends short lectures, engaging discussions, peer coaching, case studies, and hands-on activities to ensure real-world application. By the end, participants will walk away with a 90-day personalized leadership action plan for sustainable success.

PROGRAM BENEFITS

- Gain clarity and confidence in your leadership style.
- Learn to motivate, inspire, and coach teams for high performance.
- Build a culture of trust, collaboration, and accountability.
- Master communication, influence, and conflict resolution skills.
- Transition from operational execution to strategic leadership.
- Leave with a concrete, actionable roadmap to grow as a leader.

COURSE OUTLINE

Module 1: The Leadership Mindset Shift

Shift from being a task-driven manager to a strategic leader who inspires and influences.

- Understanding the difference between management vs. leadership
- The Mindset Pyramid: Individual Contributor → Operational Manager → Strategic Leader
- Building a personal leadership brand that earns respect
- Developing a growth mindset and future-focused leadership thinking
- Activity 1 - Leadership Self-Assessment: Identify personal strengths, gaps, and leadership style.
- Activity 2 - "Think 3 Levels Up" Exercise: Learn to make decisions as if you were three levels higher

Module 2: Emotional Intelligence (EQ) for Managers

Build emotional resilience, empathy, and self-awareness to become a more effective people leader.

- The 4 Quadrants of EQ: Self-awareness, self-management, social awareness, relationship management
- Recognizing emotional triggers and responding with composure
- Building empathy to understand and motivate diverse team members
- Creating psychological safety and a positive team culture
- Activity 3 - EQ Simulation: Participants navigate emotionally charged scenarios.
- Activity 4 - Empathy Mapping Exercise: Build deeper understanding of team needs.

Module 3: Communication & Influence Mastery

Learn to influence, inspire, and manage tough conversations with confidence.

- The Leadership Communication Model for clarity and impact
- Techniques for active listening and reading body language
- How to deliver constructive feedback effectively
- Mastering upward communication with senior leadership
- Persuasion strategies to influence without authority
- Activity 5 - Difficult Conversations Role-Play: Practice delivering tough messages
- Activity 6 - Active Listening Drills: Build presence and connection with your team.

Module 4: Coaching & Delegation for Performance

Build a high-performing, self-driven team through empowerment and accountability.

- Why leaders must delegate tasks and decisions to grow
- Coaching as a leadership superpower: The GROW Model
- Designing accountability systems to ensure follow-through
- Creating development plans that motivate and grow your team
- Activity 7 - Delegation Mapping Exercise: Identify tasks to delegate and empower team ownership
- Activity 8 - Peer Coaching Triads: Practice real coaching conversations.

Module 5: Conflict Resolution & Change Leadership

Learn how to confidently handle conflicts and lead teams through change with resilience.

- Identifying conflict styles and root causes
- A 5-step conflict resolution model for practical application
- Building trust during challenging times
- Leading teams through organizational shifts with confidence
- Activity 9 - Conflict Simulation Game: Teams role-play high-stakes conflict scenarios
- Activity 10 - Change Simulation Workshop: Practice leading through resistance.

Module 6: Leadership Action Planning & Integration

End with a clear, actionable roadmap to become a stronger leader.

- Self-reflection on key leadership insights
- Creating a 90-Day Leadership Sprint Plan
- Building daily leadership habits for sustained growth
- Commitment contracts for ongoing improvement
- Activity 11 - Leadership Roadmap Presentation: Share and refine action plans.
- Activity 12 - Commitment Wall: Participants publicly commit to one leadership change.

WHO SHOULD ATTEND

- First-line and mid-level managers looking to strengthen their leadership presence.
- Team leads and supervisors transitioning from operational execution to people leadership.
- High-potential professionals preparing for managerial or leadership roles.
- Organizations aiming to develop emotionally intelligent, accountable, and performance-driven leaders.

TRAINING METHODOLOGY

- Interactive Learning: 70% experiential learning, 30% lecture.
- Simulations & Role-Plays: Build muscle memory for leadership skills.
- Peer Learning: Engage in discussions, triads, and group work.
- Actionable Outcomes: Leave with tools and templates for immediate use.

TRAINER'S PROFILE

Naveed Ilyas Saya is an accomplished consultant, leadership coach, and corporate trainer with over 17 years of global experience. Having trained thousands of professionals across Pakistan, the Middle East, the U.S., and beyond, Naveed is known for his ability to blend strategy, leadership, and hands-on execution insights.

A former Vice President of Global Sales, Marketing, and Strategy at a multinational technology company with over 40,000 employees worldwide, Naveed has successfully worked with Fortune 500 organizations including Google, Amazon, AT&T, Microsoft, FedEx, Verizon, and Walmart. His leadership expertise spans sales, marketing, and business transformation, enabling him to deliver practical, actionable frameworks for participants.



Naveed's dynamic speaking style, engaging facilitation, and deep understanding of business leadership have made him a sought-after advisor and trainer for executives, senior managers, and high-potential talent. As a visiting faculty member teaching MBA courses for 15 years, Naveed combines academic rigor with real-world case studies to help professionals make immediate and lasting changes.

He is known for challenging the status quo, pushing professionals to step up as leaders, and creating transformational learning experiences. Participants in this program will benefit from his hands-on corporate leadership experience, leadership psychology expertise, and mastery of Fortune 500 best practices.

REGISTRATION DETAILS

REGULAR FEE

PKR 40,000

PER PARTICIPANT + SST

Fee Includes:

Learning material, lunch, refreshments, business networking opportunities, and a certificate of participation.

10% discount on a group of 3 or more participants

For Registration(s), send us your **Name, Designation, E-mail, Mobile Number and CNIC** to events@learningmindsgroup.com

For further information please contact **Syeda Anoosha** or **Talha Shabbir**
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Email: events@learningmindsgroup.com

Cancellation Policy: Cancellations made within 7 working days of the workshop are non-refundable. All cancellations must be submitted via email. Substitutions, however, are welcome at any time.



Interested in a customized in-house workshop for your organization? Email us at anoosha.a@learningmindsgroup.com to explore the possibilities.