INTRODUCTION

Personal Development is about enjoying your life while making conscious decisions on a daily basis about everything you do.

It's about having more control of your own actions and emotions and staying motivated no matter what situation or environment you're in.

Personal development teaches you how to become more productive and effective at work and how to maintain focus on what really counts in all aspects of your life.

To proactively plan your career and develop as an individual, you have to identify and then take opportunities to improve your existing skills, build new abilities and increase your knowledge and understanding.

The act of doing this is "personal development". To develop yourself successfully you need to be able to manage the process effectively yourself, even though you are likely to have some help along the way.

These courses are carefully designed to give you an understanding of some of the key skills that will enable you to manage your own personal development within the context of your own goals and that of the business you operate in.

The true objective of these courses is –

1. To develop a definite goal focus
2. To communicate clearly, persuasively and confidently
3. To intelligently organize people, and effectively prioritize work
4. To confidently manage conflict and handle even your most difficult people
5. To self- motivate with a positive mental attitude and to easily handle your stress
6. To inspire others and create a positive and productive atmosphere

Below is a table of contents for Personal Development and management training interventions. These Programs can be diversified based on the level of the participant into Basic, Proficient and Advance. The Training Solutions are Scalable with reference to the target audience, while components remain the same, there will be a shift in the focus where delivery is concerned.

INDEX

PERSONAL DEVELOPMENT

OVERVIEW

A positive and enthusiastic attitude is a critical component of workplace success. Having a positive attitude in the workplace can help with potential promotions. Employers promote employees who not only produce, but also motivate others in the workplace.

There are many ways in which an individual might demonstrate enthusiasm in the workplace. This positive attitude helps employees go above and beyond to get along with co-workers and managers – even difficult ones, take initiatives – and respond to constructive criticism with maturity and willingness to improve. Overall, an employee with enthusiasm comes across as someone who wants to be at work and who is willing to do what it takes to get the job done
.

INTENDED FOR:

New Employees and also employees who wish to change perspective and attitude

PROGRAM OBJECTIVES –

- ✓ Understand where attitudes come from and how they grow
- ✓ Learn why bad attitudes work well for some people
- ✓ Identify characteristics of successful people
- ✓ Realize how situations affect your attitude if you let them
- ✓ To be able to create a Paradigm shift in the attitude.
- ✓ Advantages of accelerating attitude of being accountable and Responsible through positive associations and commitment.

COURSE OUTLINE

- ✓ **Getting the right attitude-** The what, why, and how, Do we really choose our attitude?, Positive V/v Negative, The Attitude Virus , Overcoming perceptions
- ✓ **Looking at successful attitudes-** The four phases of attitude at work, Five truths about attitudes , 10 positive attitude principles
- ✓ **Working on attitude-** Circle of influence and concern, Thoughts ,words, action tripod, E+R= O, Being Assertive , Advantages of Being accountable and Responsible, Power of commitment
- ✓ **Creating the Paradigm Shift-** Positive impact on negative people, Happiness= Performance, Minimize the impact of negative people, The Importance of Praise
- ✓ **Maintaining the same face-** Attitude is never two faced, What you bring to work is what you take back home, Maintaining the balance

DURATION- 8 hours
DELIVERY METHOD- Instructor Led Training (ILT)

EMOTIONAL INTELLIGENCE

OVERVIEW

Emotional intelligence represents an ability to validly reason with emotions and to use emotions to enhance thought. It is the ability to identify, use, understand, and manage emotions in positive ways to relieve stress, communicate effectively, empathize with others, overcome challenges, and defuse conflict. Emotional intelligence impacts many different aspects of your daily life, such as the way you behave and the way you interact with others.

INTENDED FOR:

This course would be suitable for everyone in your organization, but particularly those that have to interact with others on a regular basis.

PROGRAM OBJECTIVES:

- ✓ To analyze the importance of using Emotional Intelligence
- ✓ The ability to create an environment for productive work relationships
- ✓ A model to guide your responses to difficult and challenging situations
- ✓ To increase confidence in using a variety of anger management strategies and techniques
- ✓ To discover the opportunity to practice applying Practical tools and skills for communicating effectively, assertively, and collaboratively
- ✓ To be able to choose perceptions and behaviors that will lead to positive outcomes.

COURSE OUTLINE:

- ✓ **Introduction to Emotional intelligence-** Know self, knowing others (Self- Assessment), Why Emotional Intelligence, Understanding Daniel Golemen Model
- ✓ **Five competencies of Emotional intelligence-** Self -Awareness, Self -Management, Self - Motivation, Empathy, Handling relationships
- ✓ **Increasing Self-Awareness-** Recognizing and affirming your emotions, Benefiting from being honest and open with yourself, Recognizing your own response patterns and triggers, Reviewing one's own ability v/s capability, Recognizing what emotion resists change
- ✓ **Mastering Self -Management-** Skill will matrix, operating out of courage, Applying the Johari Window framework, Reframing self-talk for better results, Employing self-control in stressful situations , Dealing with negative emotions and difficult behavior, Enhancing trust and accountability
- ✓ **Building Social Awareness and Interpersonal Effectiveness-** Recognizing and valuing the emotions of others, Leveraging active listening techniques, Influencing communication through assertive behavior, Reflecting expected attitude for desired outcomes
- ✓ **Tips on developing Emotional intelligence-** STAR approach , 3A formula, Habits of Emotionally intelligent people, Comprehending and Learning through case study

DURATION- 8 hours
DELIVERY METHOD- Instructor Led Training (ILT)

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OVERVIEW

Stress is an unavoidable, indisputable and often results in reduced self -efficiency. The sharp increase in stress is most likely a result of the additional pressure on people, making it ever more important to know how to manage pressure effectively. The irony is that admitting to being stressed and needing help to manage pressure effectively is a stressful thing to have to do in the first place! The key thing to remember is that the consequences of stress are not ones that should be ignored or ridiculed.

INTENDED FOR:

All employees and staff that deal with stress at various levels

PROGRAM OBJECTIVES

- ✓ Understand the causes of stress
- ✓ Build awareness of how pressure tips into stress
- ✓ Understand positive stress and negative stress
- ✓ Identify symptoms of burnout and overload
- ✓ Identify and change behaviors which add to stress
- ✓ Learn what lifestyle elements can be changed to reduce stress

COURSE OUTLINE

- ✓ **What is stress**- To give stress a definition. Stress can be difficult to pin down because it is a very individual thing hence this is followed by an activity.
- ✓ **What is Eustress?** To understand how stress can be a positive event.
- ✓ **Stress Coping Model** - A clear model, which highlights the process stress follows and the methods we can use to interrupt this process and so cope better.
- ✓ **The Wheel of Strife** - A useful tool for making us more aware of the stressors in our life so that we can adopt techniques to overcome them.
- ✓ **Understanding the Triple A Approach**- To gain a broad overview of the approach discussed in Modules Four to Six.
- ✓ **Stress management techniques-** Seeing the humor, creating a stress log
- ✓ **Lifestyle checklist- checking** lifestyle to reduce stress, meditating and sitting positive rituals to cope with stress.

DURATION- 8 hours
DELIVERY METHOD- Instructor Led Training (ILT)

OVERVIEW

With a work-life balance, you will be able to manage your time better, which will impact various aspects of your life positively. This workshop will provide you training in focusing on relevant life and work matters, set practical goals, and communicate and manage better. Balancing work and life is important to increase productivity and satisfaction in both. This course helps you to manage your time better and work less while producing better results. It also assists to focus on prioritizing tasks, set accurate and achievable goals, and communicate better with peers at work and family at home.

INTENDED FOR:

Anyone that needs to increase their personal effectiveness through time management.

PROGRAM OBJECTIVES

- ✓ To Understanding the benefits of a healthy balanced life
- ✓ To motivate candidates to make necessary changes required for the Balance
- ✓ To increase employee productivity, health, and morale.
- ✓ To analyze Myths of Work-Life Balance
- ✓ To recognize who is responsible? And understand that it is all about achieving our right goals
- ✓ Learn Tools to maximize Work life balance

COURSE OUTLINE

- ✓ **Work life Balance defined-** What it means, what it doesn't mean
- ✓ **How do we know we are out of balance? -** Recognizing warning signs, Understanding the implications of being out of balance.
- ✓ **Why is it Important-** Why is it Important, Weigh the risks of not implementing work-life balance against its benefits.
- ✓ **Accepting the ongoing challenge for-** Knowing the challenges, recognizing the benefits of work life balance, accepting the changes one will encounter to acquire balance
- ✓ **Work-Life Balance is About Setting and Achieving the Right Goals-** Recognizing family, organization, team work goals, Recognizing health goals, Picking the right choice every day, The emotion-decision link, Tools for setting and achieving the goals
- ✓ **Walking on both feet is easier-**Knowing the two legs of responsibility, The Individual, Work
- ✓ **The tool to maximize quality time in your relationships**- Connecting daily activities to work-life goals, A method for staying in balance every day, Techniques for timely project completion, No time versus Effective time
- ✓ **Getting started-** Listing current habit patterns, listing changes that can be made, Implementation strategies

DURATION- 8 hours
DELIVERY METHOD- Instructor Led Training (ILT)

MANAGE TIME EFFECTIVELY

OVERVIEW

It is the old time management habits that act as the greatest obstacle to achieving higher levels of personal productivity.
In essence, time management is about personal change.

"If you always do what you always did, you'll always get what you always got."

In this course we examine what effective time management really means and what each of us has to do to achieve it. Participants are introduced to a wide range of time management tools and techniques, they are given time to consider which ones are appropriate for their lifestyle and then practice them in a fun and supportive environment.

INTENDED FOR:

Anyone that needs to increase their personal effectiveness through time management.

PROGRAM OBJECTIVES

- ✓ Understand how to create and prioritize high-value goals
- ✓ Develop a strategy for aligning their daily activities to support their goals
- ✓ Identified their biggest 'time stealers' which reduce their productivity and established solutions to reduce or remove their negative impact
- ✓ Identify elements of your personal work style that contribute to your effective use of time.
- ✓ Assemble a collection of time-management tools and strategies that you can use to take control of your time.
- ✓ Create an action plan for your time-management process and identify ways to evaluate and improve your efforts.

COURSE OUTLINE

- ✓ **Identifying your greatest 'time stealers'**- Self -Evaluation, Your time management style, Consequences of ineffective time management, articulate life goals
- ✓ **Guiding Principles** - Planning and controlling your workload, keeping yourself motivated to achieve tasks, Reducing travel time and how to optimally use the time available to you, Managing communication.
- ✓ **Planning to Plan** - Creating your Productivity Journal, Urgent or important? (Covey's time management matrix), Prioritizing your time, 80/20 rule, Time and your energy levels, Breaking tasks down, Planning – getting things scheduled
- ✓ **Tackling Procrastination** - Why we procrastinate, nine ways to overcome procrastination, Eat that frog!
- ✓ **Living your -** Learning to say 'No' assertively, Managing interruptions, Successful delegation, How to handle paperwork, Technology as tool or terror
- ✓ **Setting rituals (Habit Building) -** Setting a Ritual, What is a ritual? Ritualizing sleep, meals, exercise, Examples of rituals, Using rituals to maximize time

DURATION- 8 hours
DELIVERY METHOD- Instructor Led Training (ILT)

GOAL SETTING

OVERVIEW

The first thing a successful person needs to have is a goal (and the more, the merrier). We all seek success, and we know that nothing ever comes easy. In order to achieve the success we spend our lives chasing, we first need to define our goals. Once that is done, it's time to start thinking about how to accomplish them.

Setting a goal is something you need to practice in order to get it right. It takes time to understand exactly how to set a clear goal that is possible to accomplish. Goal setting is a process that will help you motivate yourself, and the more detailed and precise the goal is, the better your brain will analyze the steps in order to achieve it.

INTENDED FOR:

A basic level program for anyone that needs to increase clarity in goals and setting the right path way to achieving goals

PROGRAM OBJECTIVES -The program helps you in converting your ideas into doable milestones –

- ✓ It helps you to use your time more effectively
- ✓ Understanding what action plans is?
- ✓ How to construct action plans

COURSE OUTLINE

- ✓ **Understanding your Goals-** Viewing our Last year, the wheel of your life/Organization, Why are goals important?
- ✓ **Goal setting exercise-** Setting clear and achievable goals, creating a log, listing things you need
- ✓ **Defining Goals and alignment-** SMART GOALS, Daily goals, Short term Goals & Long term Goals, Cascading Goals, and Goal Alignment, GROW Model of Goal Setting
- ✓ **Creating a plan-** Creating and Implementing a Plan, Setting Time lines, Tracking Progress- Monitoring, Evaluating and Adjusting the Goal
- ✓ **Conclusion-** Over view of the key leanings, Way forward

DURATION- 8 hours
DELIVERY METHOD- Instructor Led Training (ILT)

PLANNING AND ORGANISING

OVERVIEW

When we are at work we all feel we are 'busy'; but good companies and organizations make certain their employees are busy 'doing the right things efficiently and effectively' - i.e. 'doing the right things, right'.

This two-day course is the ideal way to learn and practice the skills of good planning. The course helps participants to understand the key elements of planning and organizing - and shows how they can be readily applied to the delegates' work environment. It will help people interested in clearly identifying and prioritizing the tasks and activities needed to achieve both business and personal goals.

INTENDED FOR:

This training can be imparted to all those who lead to junior employees who have interdependency and need to plan effectively

PROGRAM OBJECTIVES –

- ✓ To understand the principles and importance of correct planning
- ✓ To have a clear understanding of the essential ingredients of planning
- ✓ To systematize work in a methodical & orderly way
- ✓ To identify and organize resources to meet the desired goal
- ✓ To learn the importance of setting and prioritizing goals and objectives
- ✓ To practice the principles of prioritizing work effectively, through effective channels of monitoring.
- ✓ To organize and adapt plans for successful implementation

COURSE OUTLINE –

- ✓ **Approach to Prioritize, plan & control workloads** Proactivity V/s Reactivity, Circle of concern & influence, Prime time V/s Down time, SMART Goals, Prioritizing Workload For Effectiveness & Efficiency
- ✓ **Time Management-** Time Value Matrix
- ✓ **Pareto's Principle-** 80 – 20 Rule
- ✓ **Identify resources to accomplish tasks-** Activity V/s Action, Effectiveness V/s Efficiency, Perfection V/S Excellence, and Performance Tripod
- ✓ **Planning & Projecting Activities-** Clarity in planning through the '4w+h' technique, Resource allocation, Importance of 'Plan B' , Expectation setting for internal and external customers
- ✓ **Time Wasters-** Identify time wasters, how to handle time wasters, Procrastination: Snowball effect
- ✓ **Monitor Performance against Deadline & Milestone-** Frame work for Monitoring, Improving Personal Organization, What impacts the way we view time, Knowing your own productive cycle

DURATION- 8 hours
DELIVERY METHOD- Instructor Led Training (ILT)

PERSONAL EFFECTIVENESS

OVERVIEW

This course is designed to help participants to stay in control and focused on priorities as well as on their new role to achieve the best results for themselves, accept the changes and discharge higher responsibility through and communicate effectively. It introduces participants to a battery of time-management tools and also provides them with techniques to understand and focus on key priorities, thereby increasing their productivity.

INTENDED FOR:

This training is intended for all employees in the organization

PROGRAM OBJECTIVES

- ✓ Analyze their current effectiveness in terms of time and priority management.
- ✓ Recognize and minimize unproductive activities including procrastination
- ✓ Identify appropriate situations and techniques for assertive communication.
- ✓ Formulate messages that are clear and understood by adopting communication strategies
- ✓ Becoming aware of the need for purposeful time management; prioritization
- ✓ Understand and responsible body language and professionalism
- ✓ Develop a personal action plan to enhance personal effectiveness at work.

COURSE OUTLINE –

- ✓ **Responsibility Increases Ability-** Reflecting on Ability v/s capability, The skill will Matrix, Taking ownership and responsibility, You are responsible for your actions and in actions., Taking the situation where it belongs
- ✓ **Giving it you're all-** Identifying the expectation of the organization with performance in mind, Identifying expectations of Self with performance in mind, How often do we perform?, Developing a Win-Win situation
- ✓ **Managing self for better time management-**Understand the value of your time, Prioritizing, Creating effective to do list activity logs, Identifying time wasters and minimizing them , Understanding Action Priority matrix
- ✓ **Managing communication Protocol- How to effectively communicate –** verbally Illustrate the significance of some critical verbal and non-verbal components of communication, Practice techniques for increasing clarity, simplicity, focus and ease of speech, and sustaining the listener's interest
- ✓ **Business communication Etiquette-** Communication Courtesies, Managing E-mails effectively, Telephone & Mobile Etiquettes

DURATION- 8 hours
DELIVERY METHOD- Instructor Led Training (ILT)

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NETWORKING FOR SUCCESS

OVERVIEW

Networking put simply, is building relationship informally with others who have common interests which could potentially benefit your business or personal needs. It is a key soft skill. Many individuals have attributed their personal and business success on their ability to network.

Though many people have realized how important networking is, they still do not know how to develop the skills such as making "small talk" in social settings, how to have good eye contact during a conversation, or how to "read" the subtle cues contained in social interactions, etc. Many people think they are not "born socializer/networker" and they could never be good at that.

INTENDED FOR:

Anyone who needs to improve networking skills

PROGRAM OBJECTIVES

- ✓ Building Relationships
- ✓ Opening with small talk
- ✓ Using Open Questions
- ✓ Finding Common Ground
- ✓ Using Personal Disclosure
- ✓ Creating Trust
- ✓ Talking Up your Business
- ✓ Rule Breaking

COURSE OUTLINE –

- ✓ **Networking Skills and Goal Setting-** Definition of Networking Skills, Identify Needs of Networking Skills, Purpose of Networking Skills, Relationship-oriented Communication, Gap Analysis and Personal Goal Setting D.I.E and Feedback Model
- ✓ **Make the First Move-** Assert Yourself: Speak up, Create an Impactful First Impression: 30 Seconds Influencer, Make Effective Self-introduction
- ✓ **Non-verbal Communication-** Effective Body Languages, Voice of Tone, Understand Non-verbal Cues in Social Interactions
- ✓ **Effective Conversational Skills-** Begin Conversation: Small Talk, Hold Conversation: Find Common Ground and Active Listening, End Conversation: Express Feelings in an Appropriate Way
- ✓ **Personal Networking Take Out: Summing up-** Presentation on the Take-Always from the Training:, What you know you will use, What you could do differently, Opportunities to practice

DURATION- 8 hours
DELIVERY METHOD- Instructor Led Training (ILT)

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ADAPTING AND RESPONDING TO CHANGE

OVERVIEW

Meetings come in all shapes and sizes, from the convention to a quick huddle in an office hallway. This one-day program will be concerned with small working meetings--with groups that have a job to do requiring the energy, commitment, and talents of those who participate. Members of such a group want to get some kind of result out of their time together; solving problems, setting goals or priorities, or simply defining with each other some mutual needs and fears and hopes.

INTENDED FOR:

This short workshop is aimed at people who want to enhance their skills on effective participation in meetings talking to the point and suggesting ideas.

PROGRAM OBJECTIVES

Prepare effectively for the meetings
Participate effectively in meetings by following a few simple ground rules.

COURSE OUTLINE

- ✓ **Reputation of meetings -** Participants consider the reputation of meetings and the reasons for that reputation. They then briefly look at the fundamentals of effective meetings before going on to look at these in more detail throughout the rest of programme
- ✓ **Reasons to meet -** Participants consider reasons for holding meetings and the alternatives available. They then discuss what to do if they are invited to a meeting they do not think is necessary.
- ✓ **Preparations needed-** Discuss what and how to prepare oneself for a meeting.
- ✓ **Meeting Objectives and Agendas -** They discuss the importance of meeting objectives and agendas. Participants are also encouraged to consider their responsibilities when asked to submit agenda items.
- ✓ **Making your presence felt-** This will clarify where one can share thoughts and ideas that help the meeting go forward instead of being overwhelmed by strategies and plans.
- ✓ **Meeting Ground Rules-** This is arguably the most important section of the programme. Participants start by considering the behaviors that have the effect of undermining meetings. They then move on to discuss the ground rules they will be following to ensure that they do not engage in these behaviors themselves
- ✓ **Meeting Obstacles -** Participants close by identifying and discussing how to handle the potential obstacles to them implementing the ideas discussed during the workshop.

DURATION- 8 hours
DELIVERY METHOD- Instructor Led Training (ILT)

CUSTOMER SERVICE EXCELLENCE

OVERVIEW

With many products, services and prices being very similar the only way to set ourselves apart may be with service we offer. If this is true, we need to make sure that we are setting ourselves apart in the right way and building a reputation that will keep customers returning time and time again.

We are constant service provider to our internal customers and hence these skills become integral while working in an organization.

INTENDED FOR:

Anyone who interacts with customers regularly and also people who want to develop customer service skills

PROGRAM OBJECTIVES

- ✓ Draw on their own experiences identify key customer expectations
- ✓ Link customer expectations with the customer service values of your organization
- ✓ Identify action they can take individually to ensure that the service they provide to customers is even better than it already is
- ✓ Know your internal and external customers
- ✓ Identify possible action the organization can take to ensure that customer service is even better than it already is

COURSE OUTLINE

- ✓ **Why bother with customer service?** - Participants discuss this question and consider the benefits of good customer service to the organization and its employees.
- ✓ **Good, Bad and Ugly Customer Service** - Participants are encouraged to consider their own experiences as customers to help them understand customer expectations.
- ✓ **Knowing my internal and external customer**- This help in bringing to light that we are constant service providers and each member in the team is a customer that needs to be treated with delight.
- ✓ **Sandwiches** - Participants analyze a case study and are encouraged to consider the consequences of having unhappy customers who do not complain.
- ✓ **Living the values** - There are two options for this session depending on whether your organization already has published customer service values.
- ✓ **Mind the Gap** - Whichever route you took in the last session the programmer concludes by asking participants to consider how they are matching up to their own customer service values and by facilitating a discussion on how they can close any gaps that exist.

DURATION- 8 hours
DELIVERY METHOD- Instructor Led Training (ILT)

MAKING SALES HAPPEN

OVERVIEW

Selling is not just telling a customer which product to buy; it is a transaction that can create a platform to build lasting dependency. Especially dealing with banking and investment transactions, there is a huge potential which can attract the customers to build concrete trust on the organization and product. This being the case, it becomes very crucial that our sales force develop their selling skills keeping the customer at the core.

INTENDED FOR:

Anyone interested in developing communication skills and personal growth and development.

PROGRAM OBJECTIVES

- ✓ Understand the process of selling and buying
- ✓ Moving from mere 'sales' to 'service' in the landscape of banking
- ✓ Develop and utilize a functional sales funnel
- ✓ Use various presentation and closing techniques
- ✓ Use communication as a tool to build curiosity, clarity and comfort
- ✓ Manage time more effectively by prioritizing and managing back end support teams

COURSE OUTLINE

- ✓ **Introduction-**"Building Dream" – Re-discovering the passion in selling
- ✓ **Moving from Sales to Service-**Why Serve & not Sell, The buying and selling process
- ✓ **Foundational Sales-** My role in the process, Sales funnels – Prospecting to K
- ✓ **Product Impression-** Discovering customer needs (SPIN), Presenting a product – FAB Impact
- ✓ **Add-ons to Excellence- Communication Excellence – Questing techniques and Listening, Managing time effectively, Grooming excellence –**
- ✓ **The Image of a confident sales force**
- ✓ **Closure-Role play and case study, Personal Action Plan**

DURATION- 8 hours
DELIVERY METHOD- Instructor Led Training (ILT)

COMMUNICATING EFFECTIVELY

OVERVIEW
'Communication' is a wide gamut of socio-psychological activity that comprises of interaction with people and interpersonal relationship development through various channels. Each channel has its unique features and communication defines each of these features relationship with the other in the socio-cultural fabric of the society / setting in which the communication is taking place.

INTENDED FOR:
Anyone who needs to improve communication skills

PROGRAM OBJECTIVES

- ✓ Discover key Skills to Enhance Communication Strategies
- ✓ Discover why assertive communication style is most effective
- ✓ Evaluate the importance of non-verbal communication & its impact
- ✓ Understand win-win techniques of communication to achieve joint solutions that meets the needs of all parties
- ✓ Learn what your non-verbal messages are telling others
- ✓ Develop skills in listening actively and empathetically to others

COURSE OUTLINE

- ✓ **Importance Communication-** Purpose of Business Communication, Communication Process, What is your communication Goal? Challenges to communication, when does successful communication happen? Types of communication
- ✓ **Getting your message across non verbally -** What do you say about yourself?(grooming), Body language and gestures
- ✓ **Communication styles/ Communication Matrix-** Understanding the Various kinds of communication like assertive passive and aggressive
- ✓ **Using Assertive style-** The key: Listening, Wording your thoughts assertively, Positive phrasing, Empathizing, The body Talk, The voice Talk
- ✓ **Elements to communication strategies-** 7 C's of Communication, Building a Rapport, Effective questioning techniques, Using communication Savers, Overcoming communication Barriers

DURATION- 8 hours
DELIVERY METHOD- Instructor Led Training (ILT)

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PRESENTATION SKILLS

OVERVIEW
The program helps to develop and enhance your public speaking style and turn even the driest, most mundane information into a dynamic, compelling presentation. No matter what the subject, learn to deliver your message with poise and power. It helps you give your words an appeal that captures attention and leads to inspiration and involvement. This program will help you transform your ideas and visions into influential presentations.

INTENDED FOR:

Anyone that currently presents or is due to present to small or large groups.

PROGRAM OBJECTIVES

- ✓ Understand the basic principles underlying presentations
- ✓ Learn how to structure the contents of your presentations to impact and influence the participants
- ✓ Develop a personal style of presentation based on key strengths areas
- ✓ Adequately handle aids to enhance presentation quality
- ✓ Learn the nuances of nonverbal cues and their impact in the mind of the audience
- ✓ Understand why etiquette is important in business setting

COURSE OUTLINE

- ✓ **Pre Evaluation-** Video recording
- ✓ **Presentation –** Understanding the Structure, core and purpose of presentation.
- ✓ **The Process –** Brain It, Group It, Trim It, Spice It, Do It
- ✓ **The Technique-** Hook, Line, Sinker
- ✓ **Non-verbal communication-** Body Language: Eye Contact, Hand shake, Smile, Posture
- ✓ **Nightmares- Common Nightmares, Overcoming nightmares**
- ✓ **Aesthetics-** Beautifying the Presentation aids
- ✓ **Quick Tips**- The Do's and Don'ts
- ✓ **Handling questions-** Know the answer, Open ended question, Paraphrase your response, Summarize all, and add your own point
- ✓ **Grooming-** Establishing an impressive image, Wardrobe Savvy, Business Etiquette
- ✓ **Post evaluation-** Video recording and self-assessment

DURATION- 8 hours
DELIVERY METHOD- Instructor Led Training (ILT)

ASSERTIVENESS IN ACTION

OVERVIEW

Assertiveness is about being able to express yourself with confidence without having to resort to passive, aggressive or manipulative behavior. It involves greater self -awareness: getting to know, like and be in charge of the real 'you'. While most of us would like to be assertive most of the time, the occasion where this proves most difficult are those where it is really important to display assertiveness skills. We are not born assertive: it is a skill learnt.

INTENDED FOR

Anyone that needs to develop their assertiveness skills and improve communication to create a win-win situation.

PROGRAM OBJECTIVES

- ✓ To identify personal influence style, self-awareness and assessment
- ✓ Recognize the three main categories of behavior (Communication Matrix)
- ✓ Discover why an assertive communication style is most effective
- ✓ Evaluate the importance of non-verbal communication & its impact
- ✓ Master their assertive communication process
- ✓ Understand win-win techniques to achieve a joint solution that meets the needs of all parties
- ✓ Create an action plan to enable them to build on their new assertiveness skills going forward

COURSE OUTLINE

- ✓ **Basic principles of assertive behavior-** A look at human reactions and the reasoning behind them culminating in an activity that looks at the participants own observations in relation to assertive behavior.
- ✓ **The Words You Use** - Understanding the key areas of effective communication. Covering the areas of; Disclosing Your Feelings, Being Clear, Being Persistent, Empathizing and Working towards a Wise Outcome.
- ✓ **Advantage of using 'I' in statements**- A review of the rights we have as individuals followed by a commitment to the rights by the participants
- ✓ **Assertive body language-** Understanding and Practicing appropriate assertive body language
- ✓ **Assertiveness skills toolkit**- A chance to understand and practice a set process of 'scripting' in order to develop an effective and natural approach to assertive interactions.
- ✓ **Dealing with other styles assertively-** Knowing that your area of control is 'you' and appreciating the impact of the different styles
- ✓ **Assertive Review -** An activity that solidifies the reasoning behind wanting to become assertive, whilst demonstrating that it is not an unachievable outcome.

DURATION- 8 hours
DELIVERY METHOD- Instructor Led Training (ILT)

LEAD THE ACTION -LEADERSHIP

OVERVIEW

Organizations need great leaders. Here you have the training course materials to help find them. Modern leadership is about having the skills to unlock the power and potential of those around you. It's about bringing people together to achieve great results.

INTENDED FOR –
Anyone who wants to harness the skills and energy of other people to achieve a common goal then this course is for them.

PROGRAM OBJECTIVES –

- ✓ Clearly define the core requirements of Personal, Team and Task Leadership
- ✓ Increase their self-awareness and develop a positive approach to leadership
- ✓ Utilize clear methods of getting the best out of their team and those around them
- ✓ Implement working practices that will assist them in becoming a great leader

COURSE OUTLINE –

- ✓ **Personal Leadership** –

  - **To be true to Your Strengths** - A self-review of personal attributes and their current effectiveness and personal actions to develop.
  - **Solicit Feedback** - Understanding working relationships and reviewing which interactions are working and those are not.
  - **Ask Good Questions and Listen to the Responses** - Challenging the participants to take positive measures to become truly self-aware.
  - **Commit to Lifelong Learning** - Identifying valuable methods of learning and development.
- ✓ **Team Leadership** -
  - **Be Positive** - Developing a fundamental belief that you can change and improve things.
  - **Develop a Vision** - Using a clear process for developing goals and aims that are directly related to the vision of the organization and making them live for the team.
  - **Lead by Example** - Realizing that they must set an example to the team and effectively demonstrate they have a strong work ethic.
  - **Be Inclusive** - Taking a questionnaire to establish their current approach to inclusiveness. Developing a sensible approach to transformational leadership and valuing the input of the team.
  - **Manage Negativity** - Exploring the impact of negativity and establishing methods of overcoming it.
- ✓ **Task Leadership** -
  - **Delegation** - Distributing relevant work tasks in such a way that it is seen as motivational and effective. Following a clear and simple process.
  - **Continuous Improvement** - Identifying new opportunities. Regularly reviewing business processes and methods in the drive for improvement.
  - **Problem Solving** - Coping with problems as they arise and using a simple method to explore innovative ideas and come to a reasoned solution.

  DURATION- 8 hours

  DELIVERY METHOD- Instructor Led Training (ILT)