



## MRS Training Services - Training Partners with IIM

"You are considering a major change"



Staff Leadership Training Program – **FACE**(**F**orging **A**head **C**onfidently and **E**ffectively)

Prepared exclusively for

**You, your staff and your family**

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Dear Mam/Sir

Thank you for reaching-out and considering us for the training needs of the classified staff at your premises. In accord with our conversation please find the following program proposal for review and consideration.

I am excited about the program and look forward to finalizing the details and pursuing next steps.

**Sincerely,**

Manish Raj Sharma  
CEO and Chief Training Analyst



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# The Art of **FACE**

### The Purpose

The hallmark of any service or customer-centric institution consists of staff that is engaged and enthusiastic about providing an exceptional efforts, result and experience to internal and external customers. As competition and survival thrive to continue to improve and evolve, the ability of classified staff to deliver a productive and consistent level of performance has been more important.

### The Plan

We will develop and deliver a customized workshop to engage, equip and inspire classified staff to take their performance delivery(Task) to another level by imbibing belongingness and self-belongingness towards work and life. This transformative program will include interactive exercises, practical examples, and real-time coaching in a fun yet focused environment.

### The Payoff

- Define team/individual work and increase awareness and commitment towards work and life
- Imbibe powers to respond to people and situations; avoiding to react
- Promote the idea of "Keep issue and the person separate"
- Provide staff members with their 360 degree feedback
- Enhance personal standards in the participants

And more!



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## Manish Raj Sharma - CEO

### Corporate Speaker & Consultant

Manish Raj Sharma is an expert and mentor in corporate leadership and Mind Mapping and a trusted advisor to IIM, GMR Group and Central Universities.

His passion to coach and develop emerging leaders was honed during an impressive career with McDonalds' India, Singapore Airlines and Akiko-Sherman Infotech where he oversaw training and development and led the training PAN India. He was also a select member of the CBSE and a spokesman for staff training. He is now the CEO of MRS Training Services that equips aspiring and experienced professionals for DJB, GMR, Akiko Callnet, IRCTC, Delhi Productivity Council and Groversons to name a few.

In addition to corporate and PSU's, Mr. Sharma has provided his expertise to colleges and universities that include IIM,GMRIT,DU,IP University, Central University of jammu, GNIT-Yamunanagar and Mayo college to name a few of his kitty

Manish Raj Sharma or MRS has trained more than 20000+ professionals so far catering first time and experienced managers, new recruits and head of departments together, teaching and non-teaching staff, conveners and CEOs together. He is a golden archie award winner from McDonalds' India and a certified trainer from Quality Education and Training Society.



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### Program Details & Investment

We value every client relationship and we always strive to build lasting and loyal relationships. Therefore, MRS Training Services is pleased to offer this tailor-made and transformative program at a zestful energy level for you.

Session One	Session Two
<input type="checkbox"/> Classified Staff	<input type="checkbox"/> Classified Staff
<input type="checkbox"/> Group Size: 30-35	<input type="checkbox"/> Group Size: 30-35
<input type="checkbox"/> Length: 6.0 Hours	<input type="checkbox"/> Length: 6.0 Hours
<input type="checkbox"/> Date/Time: TBD	<input type="checkbox"/> Date/Time: TBD

Program Investment :

70000/-INR+ Taxes+ Transportation, food and lodging

We look forward to a great program with you.



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### Definition of Forging Ahead Confidently and Effectively(FACE)

The term “FACE” is the opportunity for Managers, Trainers, Back-end Operators, faculty, staff, and administrators to improve their skills, expand their knowledge base, and become more enlightened and aware employees. It inculcates value to “Keep issue and the person separate”.

### FACE ; Development Categories

MRS Training Services strives to include the following categories of professional development:

#### 1. Discipline Development

These professional development activities are designed to enhance professional knowledge and skills within each person’s academic discipline or professional job area.

Activities include, but are not limited to:

- Courses, conferences, seminars, and workshops
- Participation in research and individual studies
- Educational travel (domestic and international)
- Certification training and certification

#### 2. Instructional Development

These activities relate directly to instructing methodology or techniques, assessment techniques, and other non-discipline specific experiences. Activities may include:

- Conferences, seminars, workshops, and teleconferences on assessment
- Focus groups on instructing styles
- Workshops on project research, training methods, or learning styles

#### 3. Career/Personal Development

These activities address opportunities for personnel to expand their career goals and address their personal needs. Topics may include:

- Microsoft Office certification
- Stress management, conflict resolution, time management, and retirement
- Communication skills, team building, time management, career management

#### 4. Leadership Development

These activities provide leaders and emerging leaders with opportunities to learn, grow, and change in order to develop knowledge, skills, and tools to function effectively within the organization. Topics may include, but are not limited to:

- Supervisory skills
- Goal setting and measuring effectiveness





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### EVALUATION

Evaluation is needed to ensure that the goals of your vision and MRS Training Services are met. This evaluation must be an ongoing process which involves the following persons/groups:

1. **Individual Participants** – Opinions of staff, faculty, trainers and administrators are obtained through individual discussions, interviews, or questionnaires on an annual basis.
2. **Supervisors** – Opinions of those persons who are directly responsible for the growth of participants will be obtained through interviews, group discussions, or in written form on an annual basis.
3. **Professional Development Committee** – This committee will annually review the Client’s Professional Development Plan’s goals, objectives, processes, and overall effectiveness. See Appendix C for the Professional Development Committee Membership.

