



SEARCH 4 EXCELLENCE

SERVICE CATALOGUE

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ESSENTIAL SKILLS

BUSINESS COMMUNICATION

Key Takeaways

- **Use positive language to communicate with each other**
- **Use various modes of communication to avoid gaps and overcome barriers effectively**
- **Use effective body language and tone**
- **Have constructive conversations**

Target Audience

ENTRY LEVEL TO MID-LEVEL MANAGEMENT



16 HOURS

Training Duration

	Introduction to communication	Non verbal communication	Active listening	Communication at work	Constructive communication
KEY CONCEPTS COVERED	<ul style="list-style-type: none"> • Barriers to communication • Communication process • 6Cs checklist of effective communication 	<ul style="list-style-type: none"> • Mehrabian's Communication Model • Body language • Tone and voice 	<ul style="list-style-type: none"> • Hearing vs Listening • Summarizing and paraphrasing • Funnel Model of questioning 	<ul style="list-style-type: none"> • Meeting and Instant message etiquette • Email etiquette 	<ul style="list-style-type: none"> • Conflicting and challenging conversations • Pillars of constructive communication
EXPECTED OUTCOME	Understand the gaps in communication and effectively complete the communication process	Understand and use non verbal cues while communicating	Listen more attentively and ask the right questions	Use proper etiquette while communicating in meetings or via emails	Have challenging conversations effectively



GOAL SETTING AND TIME MANAGEMENT

Key Takeaways

- **Plan tasks and manage their time effectively**
- **Prioritize and focus on work to complete tasks on time**
- **Avoid procrastination and eliminate time wasters**
- **Set SMART/FAST Goals**

Target Audience

ENTRY LEVEL TO MID-LEVEL MANAGEMENT



16 HOURS

Training Duration

	Goal setting	Effective time management	Prioritization
KEY CONCEPTS COVERED	<ul style="list-style-type: none"> • Need for Goal Setting • Setting SMART/FAST goals 	<ul style="list-style-type: none"> • Eliminating time wasters • Parkinson's Law of time management 	<ul style="list-style-type: none"> • Prioritization matrix • Deep work
EXPECTED OUTCOME	Set effective SMART goals	Identify and eliminate time wasters	Prioritize work based on urgency and importance and do deep work effectively



PRESENTATION SKILLS

Key Takeaways

- **Display a positive attitude towards public speaking**
- **Plan and structure presentations using slides and visual aids effectively**
- **Use appropriate body language and tone of voice to make an impact**
- **Deliver an enthusiastic and well-practiced presentation to persuade the audience**

Target Audience

ENTRY LEVEL TO MID-LEVEL MANAGEMENT



16 HOURS

Training Duration

	Being an effective presenter	Audience Management	Group presentations	Stage Fright	Individual presentations
KEY CONCEPTS COVERED	<ul style="list-style-type: none"> • Importance and benefits of a good presenter • Visual, Auditory and Kinesthetic learning styles • Stages of presentation • Planning a presentation 	<ul style="list-style-type: none"> • Audience analysis • Anticipating resistance • Handling challenging situations 	<ul style="list-style-type: none"> • Body language, dressing and grooming • Voice and tone-tips and techniques • Powerpoint aids and tips 	<ul style="list-style-type: none"> • Techniques to effectively overcome stage fright 	<ul style="list-style-type: none"> • Individual presentation • Self-Evaluation • Participants' feedback • Trainer's feedback
EXPECTED OUTCOME	Understand learning styles and effectively plan the presentations	Conduct proper audience analysis and handle the audience efficiently	Use body language and voice to influence the audience	Successfully handle stage fright	Thorough evaluation of overall presentation skills



EMAIL ETIQUETTE

Key Takeaways

- **Write clear and concise emails**
- **Use positive language and appropriate tone to write emails effectively**
- **Improve clarity in communication**
- **Reduce chain mails and escalations**

Target Audience

ENTRY LEVEL TO MID-LEVEL MANAGEMENT



8 HOURS

Training Duration

Elements of an effective Email

Structure of an email

Writing effective emails

KEY CONCEPTS COVERED

- The 5Ws and 6Cs checklists of effective email writing

- Inverted Pyramid
- Tone of writing
- Keeping emails positive
- Attention to details

- Writing challenging emails
- 6 pillars of constructive communication

EXPECTED OUTCOME

Understand the various elements of an email

Read between the lines while drafting and reading an email

Write a variety of emails, easy to difficult, efficiently



TEAMWORK AND COLLABORATION

Key Takeaways

- **Co-operate with each other and drive team spirit**
- **Collaborate with different departments to ensure results**
- **Eliminate working in silos**

Target Audience

ENTRY LEVEL TO MID-LEVEL MANAGEMENT



8 HOURS

Training Duration

	Work collaboratively as a team member	Co-operation among individuals	Crossfunctional collaboration	Interdepartmental collaboration
KEY CONCEPTS COVERED	<ul style="list-style-type: none"> • Focus on the bigger picture • Importance of working with others • Alignment of goals and strategies 	<ul style="list-style-type: none"> • Johari Window • Art of giving and receiving feedback 	<ul style="list-style-type: none"> • Personality styles • Adapting to different personality styles 	<ul style="list-style-type: none"> • Relationship management • Get a Win-Win • Constructive communication
EXPECTED OUTCOME	Be more collaborative while working with inter and intra team members	Build open and transparent relationships	Identify different personality styles to alter your approach	Handle challenging conversations and build good and long-lasting relations



AGILITY AND RESILIENCE

Key Takeaways

- **Develop an agile and resilient mindset to adapt to an ever-changing environment**
- **Display self-confidence and self-belief to excel even in adversity**

Target Audience

ENTRY LEVEL TO MID-LEVEL MANAGEMENT



8 HOURS

Training Duration

Passion to Excel

Significance of resilient attitude

Building self belief

KEY CONCEPTS COVERED

- **Passion Triangle:**
 - Dynamism
 - Optimism
 - 100% Efforts

- **Stephen Covey's Locus of Control**
- **Controlling attitude by changing perspective**

- **Building self confidence**
- **Betari Box**
- **ABCDE Model (Activating event, Belief, Consequence, Discard, Effect)**

EXPECTED OUTCOME

Be more passionate and aim higher

Understand to not dwell on things that are out of our control

Be more confident, understand the impact of your attitude and behaviour and have emotional self-awareness



INTERPERSONAL SKILLS

Key Takeaways

- **Develop long-lasting relationships with stakeholders**
- **Communicate with colleagues and clients tactfully**
- **Interact with different personalities more efficiently to get results**
- **Give and Receive Constructive Feedback**

Target Audience

ACROSS ALL LEVELS



16 HOURS

Training Duration

	Building relationships	Being open and transparent	Constructive communication	Emotional awareness	Conflict Management
KEY CONCEPTS COVERED	<ul style="list-style-type: none"> • Betari box • FIRO Theory • Communication Styles • Building confidence 	<ul style="list-style-type: none"> • Johari Window • Art of giving and receiving feedback 	<ul style="list-style-type: none"> • 6 pillars of constructive communication • Mcgregor's X and Y theory 	<ul style="list-style-type: none"> • ABCDE model 	<ul style="list-style-type: none"> • Thomas-Kilmann's conflict management styles
EXPECTED OUTCOME	<ul style="list-style-type: none"> • Understand how your behaviour and attitude impact other people • Importance of inclusion • Understand the various communication styles and be confident while communicating 	Build open and transparent relationships at work	Be more empathetic while communicating constructively	Build emotional self-awareness to handle and resolve conflicts	Effectively handle and manage conflicts by using different conflict management styles



CAMPUS TO CORPORATE

Key Takeaways

- **Understand the realities of a corporate environment**
- **Become a motivated, long-term performing and learning individual to grow with the organization**
- **Empower themselves with tools to refine their personal and professional lives**
- **Resolve many of their personal, interpersonal & adjustment issues using practical and simple steps in their daily lives**

Target Audience

**YOUNG GRADUATES
TRAINEE ASSOCIATES**



8 HOURS

Training Duration

Ownership and Accountability

The art of business communication

Stakeholder Orientation

Time Management

KEY CONCEPTS COVERED

- My Purpose and goals
- Need for an ownership mindset
- Displaying ownership
- Taking initiative

- Barriers to communication
- Communication process
- 6Cs Checklist of effective communication
- Non-verbal communication
- Active listening
- Communication at work
- Constructive communication

- Power- Interest grid for stakeholder management
- Building visibility and credibility
- Personality styles

- Introduction to time management and planning
- Eliminating time wasters and Parkinson's law
- Prioritization matrix

EXPECTED OUTCOME

Understand your purpose in life and take active ownership

Understand the gaps in your communication, pay attention to nonverbal cues, listen actively and effectively complete the communication process

Interact and engage with different stakeholders effectively

Identify and eliminate time wasters successfully and prioritize tasks



PEOPLE MANAGEMENT

MANAGERIAL EFFECTIVENESS

Key Takeaways

- **Understand and executive the following roles of a Manager:**
 - **Communication**
 - **Decision Making**
 - **Analysing**
 - **Goal Setting**
 - **Guiding**
 - **Empowering People**
 - **Role Model**

Target Audience

**FIRST-TIME MANAGERS TO
SENIOR MANAGERS**



40 HOURS

Training Duration

	Roles of a manager	Managerial influence	Effective team development	Time management	Decision making and problem solving
KEY CONCEPTS COVERED	<ul style="list-style-type: none"> • Roles I am currently good at • Roles I need to learn • Passion triangle <ul style="list-style-type: none"> ◦ Dynamism ◦ Optimism ◦ 100% Efforts 	<ul style="list-style-type: none"> • Locus of Control • Circle of influence and control • Managerial styles 	<ul style="list-style-type: none"> • Inclusion, cooperation, transparency • Communication styles • Johari window • The art of giving and receiving feedback • X and Y theory 	<ul style="list-style-type: none"> • Setting SMART goals • Effective planning • Prioritization matrix • Effective delegation • Monkey management 	<ul style="list-style-type: none"> • Importance of decision making • Questions to ask before making a decision • Decision making techniques • Problem solving techniques
EXPECTED OUTCOME	Understand your role and the need to have passion	Understand to not dwell on things that are out of your control and identify your managerial style	Build open and transparent relationships	Manage time effectively by setting smart goals, prioritization and delegation	Effectively make decisions and come up with innovative solutions



PLANNING AND TIME MANAGEMENT

Key Takeaways

- Plan tasks and manage their time
- Prioritize and focus on work effectively
- Plan and track projects to ensure on time completion
- Delegate tasks to subordinates effectively

Target Audience

**MID-LEVEL TO SENIOR
MANAGEMENT**



16 HOURS

Training Duration

	Introduction to Time management	Goal setting	Prioritization	Effective Delegation
KEY CONCEPTS COVERED	<ul style="list-style-type: none"> • Importance of time management • Parkinson's law of time stretch • Effects of procrastination 	<ul style="list-style-type: none"> • Setting effective SMART goals 	<ul style="list-style-type: none"> • Stephen Covey's prioritization matrix • Eliminating time wasters • Effectively making time • Saying 'no' 	<ul style="list-style-type: none"> • DECIDE model for delegation • Monkey management
EXPECTED OUTCOME	Understand the importance of managing time and effects of procrastination	Set smart goals	Identify and eliminate time wasters successfully and prioritize tasks	Effectively delegate tasks



CONFLICT MANAGEMENT

Key Takeaways

- **Evaluate and understand the causes of conflict**
- **Understand different conflict-handling styles and choose an appropriate style based on the situation**
- **Handle conflicts constructively for positive outcomes**
- **Use mediation tactics to resolve conflicts among team members effectively**
- **Create a healthy work environment by reducing inter and intra departmental escalations**

ACROSS ALL LEVELS



16 HOURS

Training Duration

	Introduction to conflict management	Handling conflict	Managing self and people
KEY CONCEPTS COVERED	<ul style="list-style-type: none"> • Types of conflict • Pros and cons of conflict • Stages of conflict • Causes of conflicts 	<ul style="list-style-type: none"> • Constructive and destructive ways to handle conflict • Thomas-Kilmann's conflict management model • Thomas-Kilmann Inventory 	<ul style="list-style-type: none"> • ABCDE model • Personality styles • Mediation
EXPECTED OUTCOME	Understand the basis of conflicts	Identify your and your team members' conflict management style	Manage emotions while in a conflicting situation and deal with people according to their personality styles



PROBLEM SOLVING AND DECISION MAKING

Key Takeaways

- **Analyse problems from various angles to come up with effective solutions**
- **Use various tools and strategies to make objective decisions**

Target Audience

**ENTRY LEVEL TO SENIOR
MANAGEMENT**



16 HOURS

Training Duration

Decision making

Problem solving

KEY CONCEPTS COVERED

- **Strategies for Decision making**
- **Challenges faced during making a decision**
- **Questions to ask before making a decision**
- **Decision Making techniques- theory and practice example**

- **Need for Problem solving**
- **Challenges faced during problem solving**
- **Effect of the right and left brain on problem solving**
- **Problem solving techniques- theory and practice examples**

EXPECTED OUTCOME

Make decisions efficiently while using various tools and techniques

Find innovative and quick solutions using tools and techniques



GROWTH MINDSET

Key Takeaways

- **Understand the benefits of developing a learning/growth mindset**
- **Develop a proactive approach to seek opportunities to develop self**
- **Embrace challenges and get out of the comfort zone**

Target Audience

ENTRY LEVEL



8 HOURS

Training Duration

	Fixed vs Growth Mindset	Reactive vs Proactive manager	Need for Prioritization	Developing growth mindset with team
KEY CONCEPTS COVERED	<ul style="list-style-type: none"> • Pros and cons of growth and fixed mindset • Characteristics of growth and fixed mindset 	<ul style="list-style-type: none"> • Difference between proactive and reactive managers • Characteristics of proactive and reactive managers 	<ul style="list-style-type: none"> • Prioritization matrix 	<ul style="list-style-type: none"> • GROW model
EXPECTED OUTCOME	Develop a growth mindset	Be a proactive manager	Effectively prioritize tasks	Empower team members to adapt to growth mindset



TEAMBUILDING (INBOUND/OUTBOUND)

Key Takeaways

- **Be self-aware and build an inclusive team**
- **Resolve conflicts by communicating in a productive manner**
- **Understand the importance of transparency within teams**
- **Collaborate with cross-functional teams to work towards common goals**

Target Audience

ACROSS ALL LEVEL



16 HOURS

Training Duration

Bonding within team

Bonding with cross-functional teams

KEY CONCEPTS
COVERED

- Johari Window
- FIRO
- Team Charter
- VIGOR
- Goal setting
- Communication and feedback
- Conflict Management
- Collaboration
- Mediation
- Personality Styles

- Stakeholder management
- Conflict Management
- Mediation
- Bigger picture
- Collaboration
- Communication and feedback
- Negotiation
- Personality Styles

EXPECTED
OUTCOME

Work together as one team in harmony

Look at the bigger picture and work together to achieve organizational goals



NEGOTIATING WITH INFLUENCE

Key Takeaways

- **Develop themselves as effective influencers who can contribute to corporate success on a higher level**
- **Build good relationships with external stakeholders that can positively influence the performance of the organization**
- **Hold a solid understanding of group dynamics and influence even without authority**

Target Audience

**MID TO SENIOR MANAGEMENT
BUSINESS HEADS**



8-16 HOURS

Training Duration

	Importance of influence while negotiating	The negotiation process: pre- negotiation	Selecting the right influence approach	The negotiation process: conclusion
KEY CONCEPTS COVERED	<ul style="list-style-type: none"> • Importance of building an influential personality • Qualities of an influential personality 	<ul style="list-style-type: none"> • Challenges faced while negotiation • Principles of negotiation • Principled vs Positioned negotiation • Importance and characteristics of principled negotiation • The negotiation framework 	<ul style="list-style-type: none"> • The expressive style of influencing <ul style="list-style-type: none"> ◦ Tell ◦ Sell ◦ Negotiate ◦ Enlist • The Receptive style of influencing <ul style="list-style-type: none"> ◦ Inquire ◦ Listen ◦ Attune ◦ Facilitate 	<ul style="list-style-type: none"> • Ending a negotiation <ul style="list-style-type: none"> ◦ Confirming Mutual Understanding ◦ Summarizing the Agreements ◦ Identifying a Safe Break Point ◦ Clarifying future steps
EXPECTED OUTCOME	Understand the need to be influential	Learn about the negotiation process	Use the right influencing style in the right situation	Come to a win-win and complete the negotiation process



TRAIN THE TRAINER

Key Takeaways

- **Develop learning interventions and create relevant and actionable training solutions for corporate and other organizations.**
- **Reflect, discover and sharpen personal charisma that captivates the audience and serves well for contagious inspiration**
- **Organize the content in a way that will optimize interest, involvement, and learning**
- **Handle tough training situations with grace and tact.**

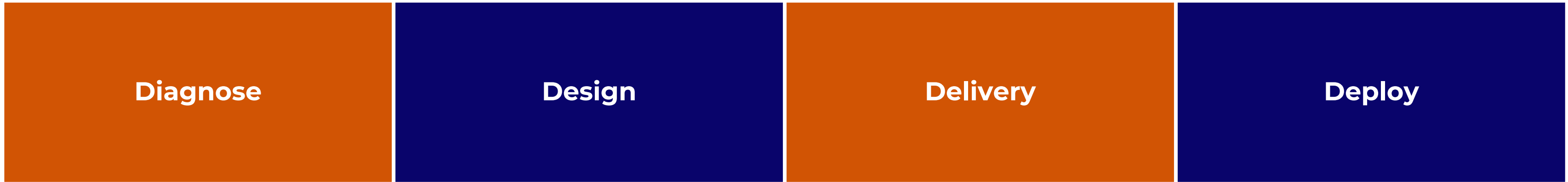
Target Audience

INTERNAL TRAINERS



8-16 HOURS

Training Duration



KEY CONCEPTS COVERED

- Getting to know the trainer within
- Audience analysis
- Training Need Analysis

- Need for effective content
- Designing group activities
- Training aids, tools and techniques

- Adapting effective delivery skills
- Becoming an impactful presenter
- Tools to make training session engaging

- Training measurement and effectiveness
- Presentation of individual modules

EXPECTED OUTCOME

Understand trainer and training

Design a full proof program

Successfully deliver the designed content

Practice



SALES WORKSHOPS

GAIN CUSTOMERS THROUGH NEED ANALYSIS

Key Takeaways

- **Identify and qualify potential prospects effectively**
- **Effectively use body language or telephone etiquette to build rapport**
- **Use positive language and an appropriate tone to engage customers**
- **Analyse competition and be aware of market trends before meeting the potential customer**
- **Use a step-by-step strategy when asking questions and assessing needs**

Target Audience

**SALES TEAM - B2B, B2C,
RETAIL, TELESALLES**



16 HOURS

Training Duration

Customer Centricity	Knowing your Customer	Techniques for need analysis
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KEY CONCEPTS COVERED

- Internal and external customers
- What is customer centricity
- Importance of customer centricity

- Analysing the customers' challenges, strengths, and potential
- Identifying the customers' requirements and goals
- Doing thorough background research

- Body language, tone and telephone etiquette
- Funnel Method
- SPIN for probing
 - Situation
 - Problem
 - Implication
 - Need

EXPECTED OUTCOME

Understand the importance of customer centricity

Know and understand your customers better

Dig deep into what customers need using the right techniques



PITCHING USING STORYSELLING

Key Takeaways

- **Be assertive and confident**
- **Customise the pitch as per customer requirements**
- **Incorporate stories in the Pitch to make an impact**
- **Use a step-by-step strategy to influence customer**

Target Audience

**SALES TEAM - B2B, B2C,
RETAIL, TELESALLES**



16 HOURS

Training Duration



KEY CONCEPTS COVERED

- Introduction to sales
- Sales process

- Dramatic Pitch
- IDA Model
 - Interest
 - Desire
 - Action
- FAB concept
 - Features
 - Advantages
 - Benefits

- Practice pitches

EXPECTED OUTCOME

Understand the sales process

Effectively use story telling skills to pitch products and services



CLOSING SALES EFFECTIVELY

Key Takeaways

- **Understand different types of objections raised by customers**
- **Use a step-by-step strategy to handle objections tactfully**
- **Understand and effectively use a strategy to negotiate**
- **Close sales and follow up with customers to build long-lasting relationships**
- **Create a great customer experience and get repeat business**

Target Audience

**SALES TEAM - B2B, B2C,
RETAIL, TELESALLES**



16 HOURS

Training Duration

	Sales Process	Objection Handling	Make a Deal
KEY CONCEPTS COVERED	<ul style="list-style-type: none"> • Introduction to sales • Sales process 	<ul style="list-style-type: none"> • Types of Objections • LAER Model <ul style="list-style-type: none"> ◦ Listen ◦ Acknowledge ◦ Evaluate ◦ Respond • The 3 Fs <ul style="list-style-type: none"> ◦ Feel ◦ Felt ◦ Found 	<ul style="list-style-type: none"> • Negotiation strategies • PEDRO for closing and follow up <ul style="list-style-type: none"> ◦ Process the order ◦ Expectation Fulfilment ◦ Dealing with Feedback ◦ Relationship Building ◦ Offering Additional Benefits
EXPECTED OUTCOME	Understand the sales process	Effectively handle all objections	Close a deal smoothly and follow up



SELLING IN THE VUCA WORLD

Key Takeaways

- **Understand and deal with VUCA to close sales effectively**
- **Be motivated in difficult situations**
- **Harness passion and set ambitious targets**

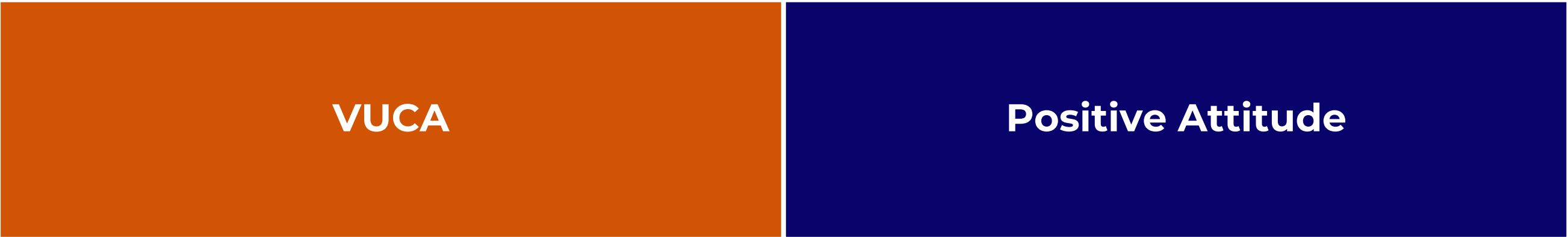
Target Audience

**SALES TEAM - B2B, B2C,
RETAIL, TELESALLES**



16 HOURS

Training Duration



KEY CONCEPTS COVERED

- **What is VUCA**
- **Impact of VUCA on sales**
- **Circle of Influence and control**

- **Positive affirmations**
- **Tips to overcome VUCA**

EXPECTED OUTCOME

Focus on the things that are in your control

Maintain a positive attitude even in tough times





SALESFORCE DEVELOPMENT PLAN

Key Takeaways

- **Penetrate the market successfully by understanding the market trends and customer personas**
- **Learn what each customer needs to create a value proposition and help them with the solution**
- **Be empathetic and supportive while helping the customers**
- **Make customers happy and develop lifetime relationships with them**
- **Understand and complete the customer lifecycle effectively**

Target Audience

**SALES TEAM - B2B, B2C,
RETAIL, TELESALLES**



32 HOURS

Training Duration

Customer Life Cycle

Unaware - Aware

Consideration

KEY CONCEPTS COVERED

- Challenges faced and how to overcome them
- Brand Perception Mapping
- Customer life cycle and its stages
- Your role in the customer life cycle

- Prospecting and Lead Generation
- Customer Persona
- Personality styles
- Opening and first impression
 - Elevator pitch
 - Opening on mails
 - Rapport building
 - Dressing and grooming

- Probing
- Asking the right questions
- Need Analysis
- Pitching
 - Features
 - Advantages
 - Benefits
- Connection to Customer goals

EXPECTED OUTCOME

Understand the entire customer life cycle and move through each stage

Understand the need to do your homework thoroughly before meeting the client and build a good rapport

Use proper techniques to gain insights about customer wants and then effectively pitch the product/service



	Evaluation	Decision- Onboard- Adopting	Value realization- Loyalty- Advocacy
KEY CONCEPTS COVERED	<ul style="list-style-type: none"> • Types of objections • Value selling • LAER model <ul style="list-style-type: none"> ◦ Listen ◦ Acknowledge ◦ Evaluate the type of objection ◦ Respond • Story selling • Negotiation techniques 	<ul style="list-style-type: none"> • Types of closing • PEDRO for closing a deal and follow up <ul style="list-style-type: none"> ◦ Process the order ◦ Expectation Fulfilment ◦ Dealing with Feedback ◦ Relationship Building ◦ Offering Additional Benefits 	<ul style="list-style-type: none"> • After-sales service- Customer service • Customer realities • Handling customer grievances • Internal network within company • Confidence Building
EXPECTED OUTCOME	Handle all customer objections tactfully	Successfully close a deal	Handle after-sales customer grievances efficiently



LEADERSHIP WORKSHOPS



LEADERSHIP DEVELOPMENT PROGRAM

Key Takeaways

- **Establish a vision as a leader for yourself**
- **Harness passion to continue learning**
- **Ensure effective time management and delegation**
- **Manage team dynamics and motivate the team**
- **Understand and manage team expectations effectively**
- **Give and receive constructive feedback**
- **Build and maintain trust within the team and develop effective relationships**
- **Coach and mentor team members to accelerate their development**
- **Drive results effectively**

Target Audience

YOUNG LEADERS



16-56 HOURS

Training Duration

	My Vision as a Leader	Self Development	Time Management	Team Performance
KEY CONCEPTS COVERED	<ul style="list-style-type: none"> • Roles of a leader • Vision as a Leader • Making of a corporate athlete 	<ul style="list-style-type: none"> • Passion to Excel • Self-belief • Goal setting 	<ul style="list-style-type: none"> • Parkinson's law • Eliminating time wasters • Prioritization Matrix 	<ul style="list-style-type: none"> • Effective Delegation • Skill-Will Matrix • Stages of Will
EXPECTED OUTCOME	Have a vision and purpose in life	Set SMART goals and thrive to achieve them	Effectively manage time and prioritize tasks	Delegate right work to the right person



	Team Development	Team Communication	Stakeholder Communication	Driving Results
KEY CONCEPTS COVERED	<ul style="list-style-type: none"> • Effective team development • Openness and Transparency • Personality Styles 	<ul style="list-style-type: none"> • Feedback vs Evaluation • Feedback ladder • Feedforward • Importance of coaching and mentoring • GROW model 	<ul style="list-style-type: none"> • Stakeholder management • Stakeholder communication • Having difficult conversations 	<ul style="list-style-type: none"> • Importance of Decision making • Decision making techniques • Strategic thinking
EXPECTED OUTCOME	Understand different personalities and build relations with them	Provide accurate feedback	Handle stakeholders and stakeholder communication efficiently	Take important decisions quickly and strategically



LEADING PEOPLE IN A VUCA WORLD

Key Takeaways

- **Transform into effective leaders equipped to lead in a VUCA environment**
- **Use common language and strategic-thinking approach to lead effectively during periods of change**
- **Maintain resilience while handling uncertainty and solving complex issues**
- **Take strong and timely decisions in ambiguous and uncertain situations**

MID MANAGEMENT



8-16 HOURS

Training Duration



KEY CONCEPTS COVERED

- Introduction to VUCA
- Passion triangle
 - Dynamism
 - Optimism
 - 100% efforts
- Positive mindset

- Team Building
- FIRO
- Team Charter
- FAST goals
- Saying No
- 6 pillars of constructive communication

- Importance of time management
- Making of a corporate athlete
- Prioritization
- Planning and Goal Setting
- Productivity tools and techniques

- Commitment vs Compliance
- Empower and enable
- Ways to empathize
- Ways to encourage
- Ways to engage

EXPECTED OUTCOME

Have passion and positivity to sustain in the VUCA world

Build effective team with free flow of communication and ideas

Manage time expertly to increase productivity

Empower and enable people to learn and grow





PASSIONATE LEADER

Key Takeaways

- **Fuel the drive to succeed and work towards igniting passion and commitment in others and solidify their dedication towards the organization**
- **Harness their passion and take on stretched targets to push themselves and their teams to do better than their best**
- **Lead by example through self-awareness and a strong desire to learn and excel**
- **Create an exciting work environment that energizes others and enhances employee involvement**

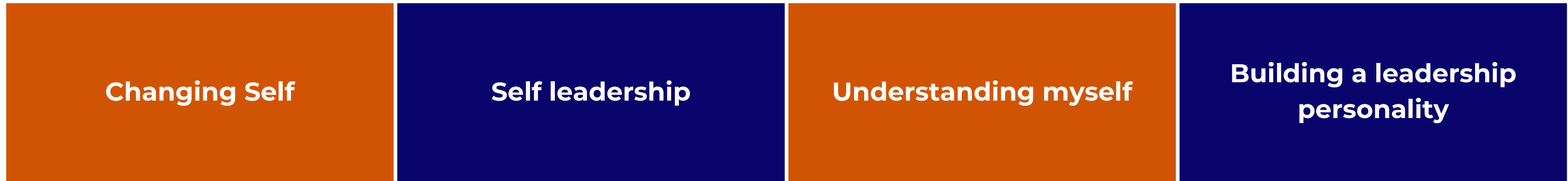
Target Audience

**MID TO SENIOR MANAGEMENT
BUSINESS HEADS**



8-16 HOURS

Training Duration



KEY CONCEPTS COVERED

- Benefits of change
- Understand the inner battles to change
- The need to evolve
- Road to commitment

- Taking charge and initiative
- The passion triangle
 - Dynamism
 - Optimism
 - 100% Efforts
- Taking ownership and responsibility
- Overcoming barriers and obstacles

- Understand myself
- Understand my traits
- Understand my personality

- Identify Leader's Personality Traits
- Compare self with others
- Building Self Appreciation and Self Esteem
- Positive Visualization & Affirmation Techniques
- Action plan to be a passionate leader

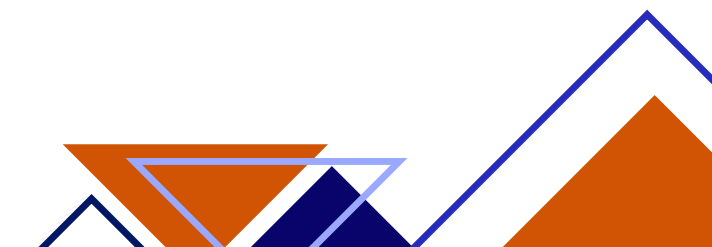
EXPECTED OUTCOME

Understand change is the only constant

Develop passion within and let go of things that are out of your control

Have deeper understanding of self

Create an image of how you want to be and walk the path to become exactly that



COACHING AND MENTORING

Key Takeaways

- **Build a coaching mindset and culture to enable better strategy execution and ownership across the organisation**
- **Recognise coaching opportunities and engage in coaching conversations in order to develop their own coaching style and reflective practice**
- **Make a difference to the people they coach and provide a sound basis for improved performance**
- **Gain the tools and insights needed to build a coaching culture in the organisation**

Target Audience

**SENIOR MANAGEMENT
BUSINESS HEADS**



NEED AND OUTCOME BASED

Training Duration

	Introduction	Being an effective Coach and Mentor
KEY CONCEPTS COVERED	<ul style="list-style-type: none">• Introduction to coaching and mentoring• Importance of coaching and mentoring• Characteristics of a coach and a mentor	<ul style="list-style-type: none">• Skill-Will Matrix• C-FAR<ul style="list-style-type: none">◦ Connect◦ Focus◦ Activate◦ Review• Coaching development plan
EXPECTED OUTCOME	Understand what it is like to be a coach and mentor	Provide coaching and mentoring through the right means



PRESENTING TO INFLUENCE

Key Takeaways

- Influence one's audience using different influencing styles
- Create a proper story-line and structure the presentation effectively
- Enhance the effectiveness of the presentation using the right tools

Target Audience

**MID TO SENIOR MANAGEMENT
BUSINESS HEADS**



16 HOURS

Training Duration

Importance of influence

Becoming a great influencer

Planning your presentation

KEY CONCEPTS COVERED

- Need to Influence others to drive your ideas successfully
- Influence Framework: Self, Context, Others
- Steps to build Visibility and Credibility
- Audience Analysis

- Qualities of a good influencer
- Body language and voice

- Story lining
- The Process of Influence
- Anticipating Resistance
- Emotional and Logical Appeal

EXPECTED OUTCOME

Understand the importance of influencing skills to get a buy-in from your stakeholders

Develop the traits of a great influencer

Frame your message effectively using a structure approach and the right aids



Being persuasive

Individual presentations

KEY CONCEPTS COVERED

- Expressive Style of Influencing
- Receptive Style of Influencing
- Handling Resistance/ Objections tactfully
- Identifying a win-win solution

- Delivering an influential presentation using the following checklist:
 - Establish Credibility
 - Understand your Audience
 - Identify Common Ground
 - Anticipate Resistance
 - Appeal to Emotions and Logic
 - Use Influencing/ Persuasive Techniques
 - Frame Your Message
 - Address resistance/objections
 - Seek win-win solution
 - Evaluate and adapt

EXPECTED OUTCOME

Influence your audience by using different techniques and handling objections effectively

Handle influential conversations and presentations using a step-by-step approach





LEADERSHIP PRESENCE

Key Takeaways

- **Be completely in the moment, undistracted by anything, past or future, sharp as a razor, and flexible enough to handle the unexpected**
- **Build relationships with others through empathy, listening and authentic connection**
- **Express feelings and emotions appropriately by using all available means – words/voice/face/body – to deliver one congruent message**

Target Audience

**MID TO SENIOR MANAGEMENT
BUSINESS HEADS**



16 HOURS

Training Duration

	Introduction to Executive Presence	Building Confidence and Self-Image (how you look)	Developing Gravitas (how you act)
KEY CONCEPTS COVERED	<ul style="list-style-type: none"> • Definition and Importance of Executive Presence • Key Components of Executive Presence: <ul style="list-style-type: none"> ◦ Appearance/ Confidence (5%) ◦ Gravitas (67%) ◦ Communication Skills (28%) • Self-Assessment: Identifying Strengths and Areas for Improvement 	<ul style="list-style-type: none"> • Building Self-Confidence using different strategies • Overcoming Imposter Syndrome (self doubt) • Using Body Language and Non-Verbal Communication effectively • Cultivating a Positive Self-Image and Personal Brand 	<ul style="list-style-type: none"> • Understanding Gravitas and Its Role in Leadership • Cultivating Emotional Intelligence: <ul style="list-style-type: none"> ◦ Self-Awareness ◦ Self-Expression ◦ Interpersonal Skills ◦ Decision Making ◦ Stress Management • Handling Challenging Situations with Poise
EXPECTED OUTCOME	Understand Executive presence and its importance	Understand and use non-verbal cues to create your brand image	Leverage Emotional Intelligence to hone gravitas



	Mastering Communication Skills (how you talk)	Sustaining Executive Presence
KEY CONCEPTS COVERED	<ul style="list-style-type: none">• Using Verbal Communication impactfully• Projecting Executive Presence in Meetings• Active Listening and Empathetic Communication• Practicing Assertiveness and Diplomacy in Conflict Management• Influencing using different techniques	<ul style="list-style-type: none">• Maintaining and Enhancing Executive Presence Over Time• Networking and Building Professional Relationships• Leveraging Learning and Growth Opportunities
EXPECTED OUTCOME	<p>Use proper etiquette while communicating in various scenarios</p>	<p>Continue to maintain an Executive Presence</p>





THOUGHT LEADERSHIP

Key Takeaways

- **Understand Thought Leadership and the importance of becoming a thought leader**
- **Establish vision as a thought leader**
- **Derive a course of action to become a thought leader**
- **Develop the competencies to become a thought leader**
- **Drive thought leadership as a culture within the team and the organization**

SENIOR LEADERS



16 HOURS

Training Duration

	Introduction to Thought leadership	Becoming a thought leader	Thought leading Organization
KEY CONCEPTS COVERED	<ul style="list-style-type: none"> • Who is a Thought leader and what is thought leadership • Being a Thought Leader <ul style="list-style-type: none"> ◦ Being an Industry expert ◦ Being an exceptional leader 	<ul style="list-style-type: none"> • Anchoring the competencies of a thought leader • Steps for becoming a thought leader • Being a transformational leader 	<ul style="list-style-type: none"> • Characteristics of a thought-leading organisation • Impact of being a thought-leading organisation • Need to build a Thought-leading Organization and Culture • Knowledge management
EXPECTED OUTCOME	Understand what thought leadership is	Know what to do to become a thought leader	Smoothly transition your organization into a thought leading organization





DESIGN THINKING

Key Takeaways

- **Understand design thinking and the benefits of being a design thinker**
- **Differentiate between traditional thinking and design thinking**
- **Understand the design thinking process**
- **Empathize with the stakeholders by adopting an empathic mindset for effective design thinking**
- **Leverage available resources in creative ways to frame new opportunities**
- **Build a culture of innovation and design thinking within the organization**

Target Audience

SENIOR LEADERS



8-16 HOURS

Training Duration

Introduction to Design Thinking

Process of Design Thinking

**KEY CONCEPTS
COVERED**

- What is design thinking
- Design thinking vs problem solving
- Importance of design thinking

- Empathize
- Define
- Ideate
- Prototype
- Test

**EXPECTED
OUTCOME**

Know the importance and need of design thinking

Understand the design thinking process thoroughly



LEADING WITH EMOTIONAL INTELLIGENCE

Key Takeaways

- **Understand Emotional Intelligence and EQi assessment**
- **Measure the EQ score and understand leaders' strengths**
- **Understand the EQi 2.0 model and its impact on developmental needs**
- **Manage themselves and their emotions to effectively handle people and situations**
- **Manage emotions effectively to control impulses and reactions**
- **Identify course of action for overall Leadership development**

***We have a certified EQ Coach for facilitating EQ assessments and coaching**

Target Audience

SENIOR LEADERS



16 HOURS

Training Duration

Importance of EQ

Impact of Emotional Intelligence on Leadership

Mastering EQ

Integrating EQ into Leadership Practices

KEY CONCEPTS COVERED

- Emotional intelligence and its significance in leadership
- Key components of EQ:
 - Self Awareness
 - Self Expression
 - Interpersonal Skills
 - Decision Making
 - Stress Management

- Influence of EQ on leadership effectiveness
- Case studies of leaders with high EQ
- Correlation between EQ and various leadership competencies
- Benefits of leading with EQ:
 - Improved communication
 - Better decision-making
 - Stronger team performance

- Mastering EQ for:
 - Establishing Authenticity
 - Becoming a great Coach
 - Developing Insight
 - Driving Innovation

- EQ principles in various leadership contexts, including team management, performance coaching, and organizational change
- Personalized action plans for applying EQ skills in the leadership roles

EXPECTED OUTCOME

Understand how EQ is a crucial competency for effective and impactful leadership

Enhance communication, problem-solving, decision making and relationships within teams

Use EQ to develop leadership skills and characteristics that executives want to see in their leaders

Leverage EQ to navigate complex interpersonal dynamics, inspire teams, and foster a positive organizational culture



ORGANIZATIONAL DEVELOPMENT

Our Focus Areas

Facilitation of Vision and Strategy

Leadership Development

Organizational Culture

Diversity, Equity and Inclusion (DEI)

Competency Mapping

Succession Planning

Talent Aquisition and Recruitment

Performance Management

Learning and Development

Employee Engagement and Satisfaction

Change Management

Workforce Planning

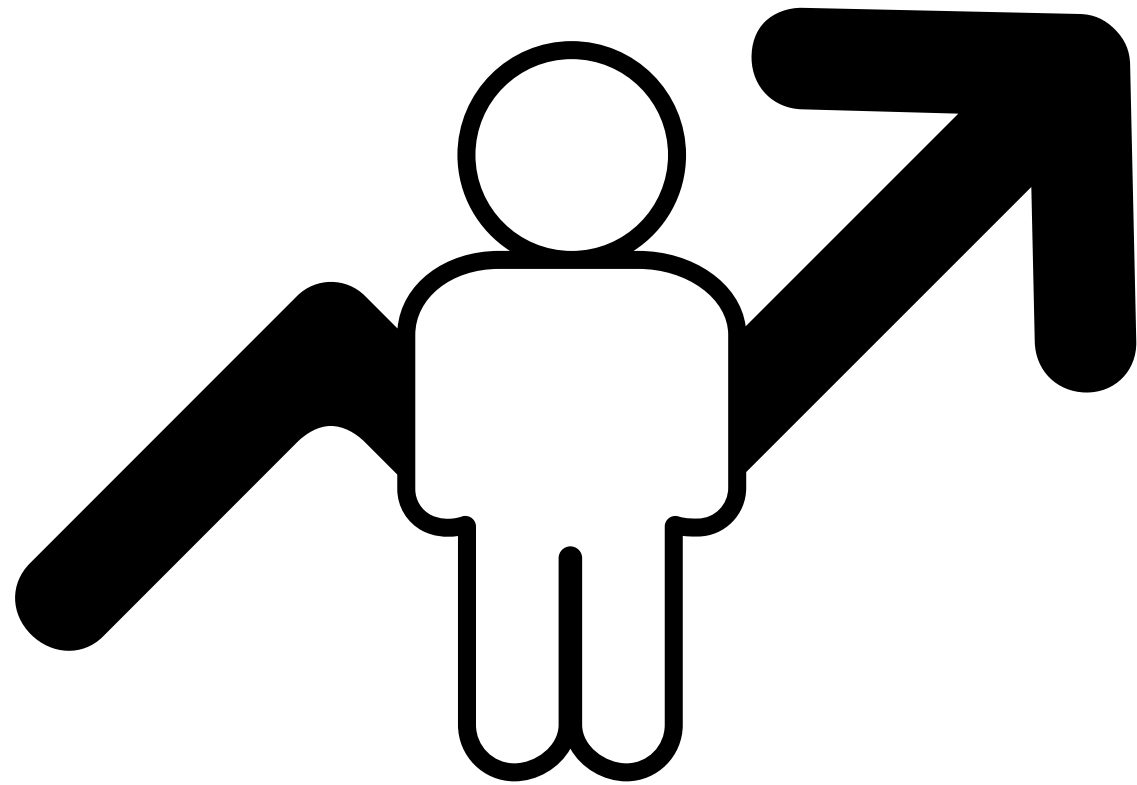
Employee Wellness and Well-being



Facilitation of Vision and Strategy

Facilitating a Vision and Strategy for an organization involves guiding stakeholders in the process of defining the organization's purpose, long-term objectives, and the pathways to achieve and fostering collaboration and alignment among stakeholders.





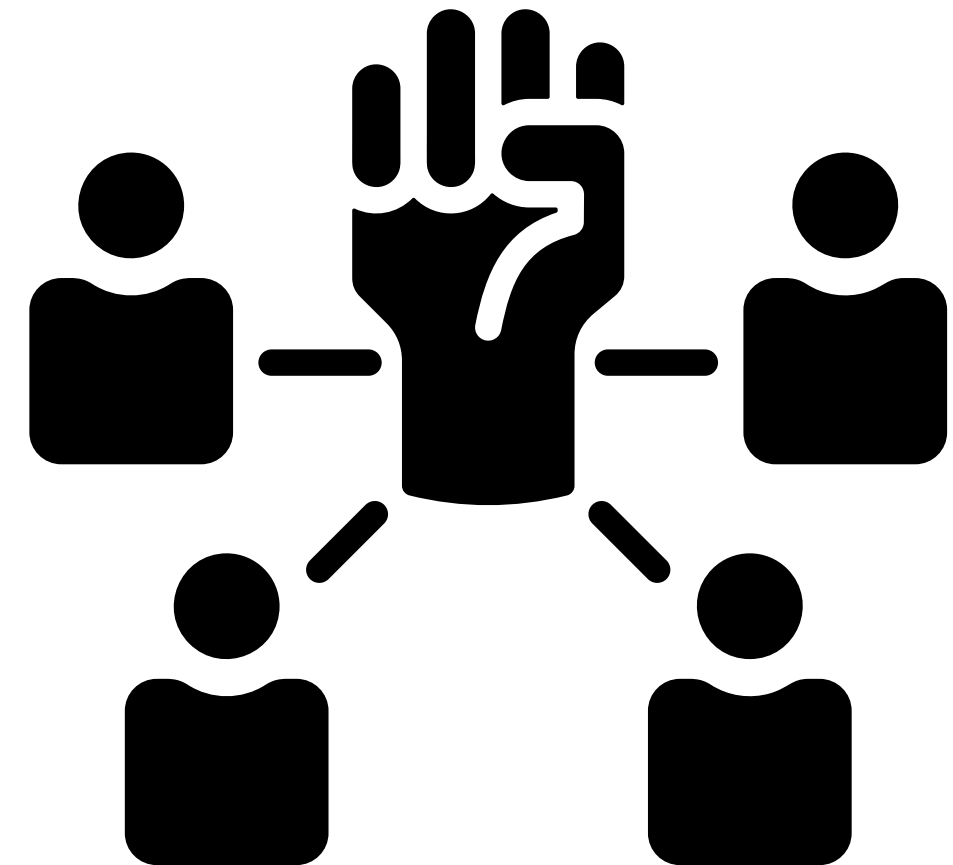
Leadership Development

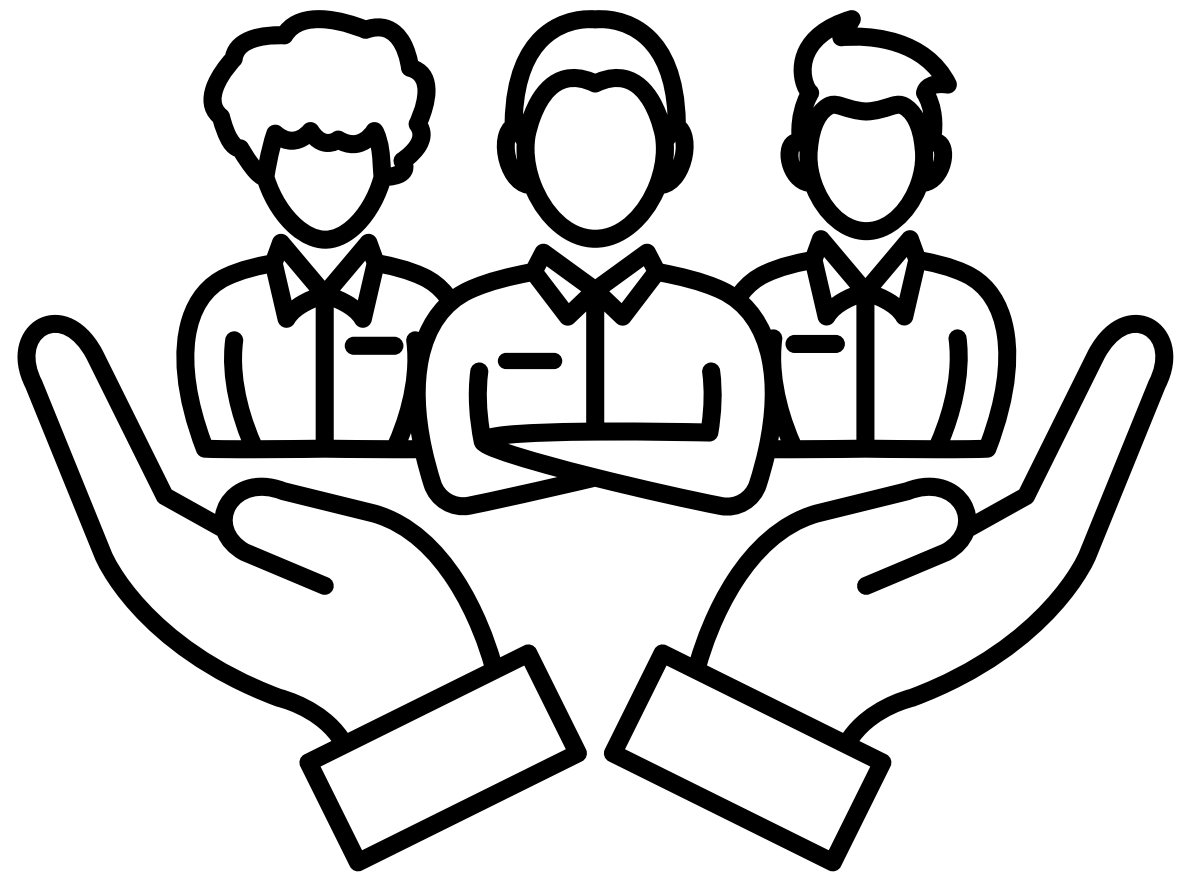
Cultivating leadership skills and capabilities at all levels of the organization to inspire, empower, and guide teams toward achieving their goals.



Organizational Culture

Assisting organisations develop an organisational culture by defining a set of values, beliefs, attitudes, systems, and rules that outline and influence employee behaviour within an organization and ensuring that the culture reflects how employees, customers, vendors, and stakeholders experience the organization and its brand.





Diversity, Equity and Inclusion

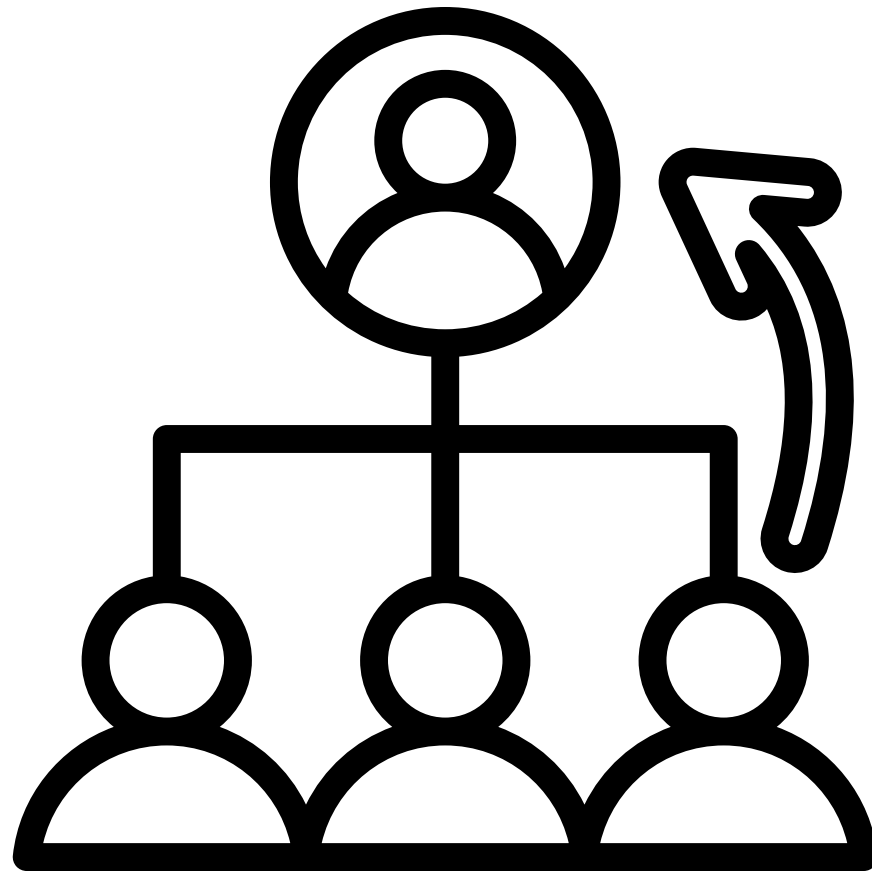
Creating a culture that values and embraces diversity, promotes equity, and fosters inclusion to harness the full potential of all employees and drive innovation.



Competency Mapping

Creating a Competency Map for organisations by identifying and evaluating the key competencies (knowledge, skills, abilities, and behaviours) required for successful performance to help organisations effectively map and manage competencies to ensure that they have the right talent with the right skills in the right roles to achieve their strategic objectives.





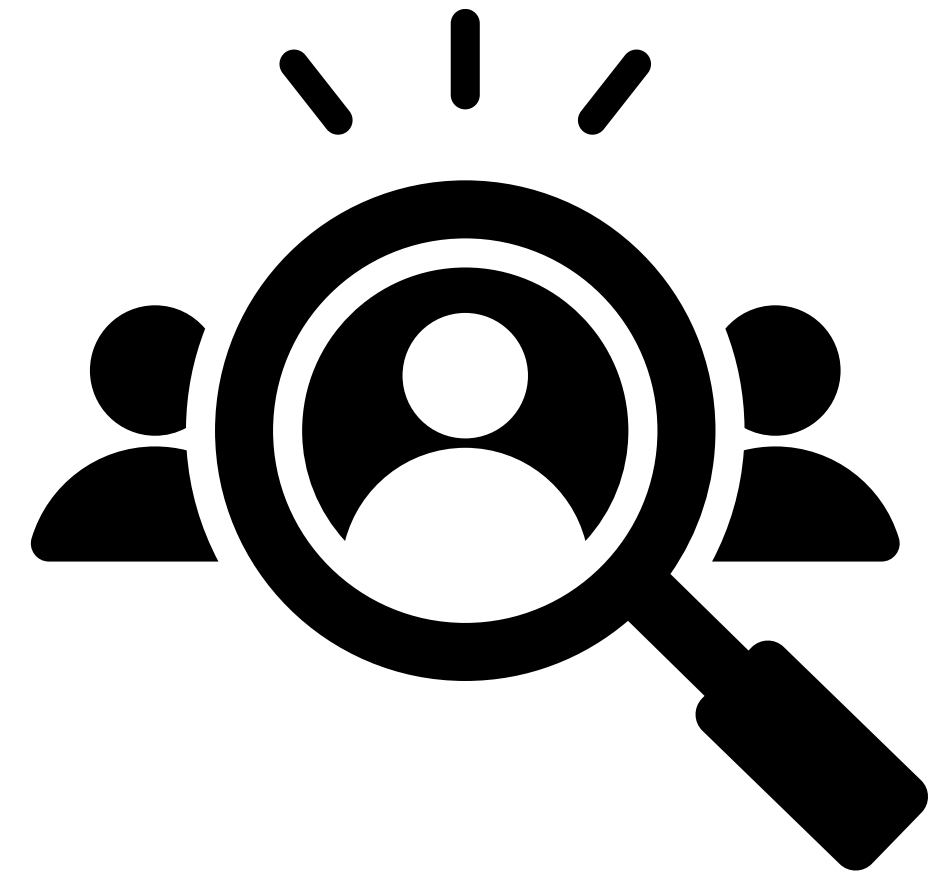
Succession Planning

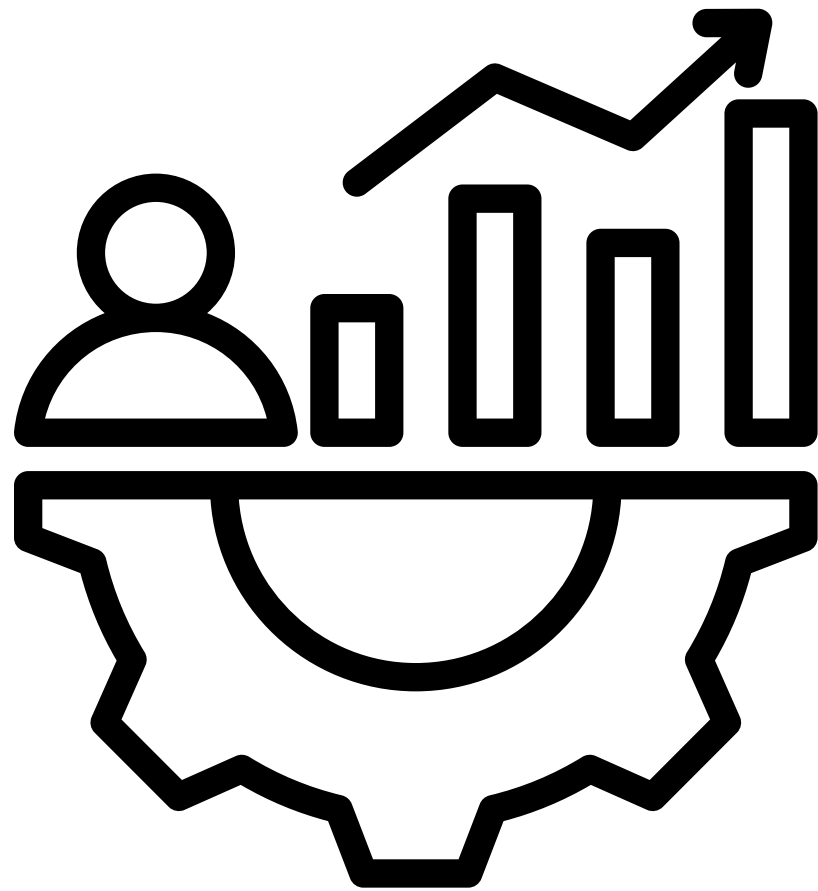
Identifying and developing high-potential employees to fill key roles within the organization in the future, ensuring continuity and sustainability using customized Talent Assessment Centres.



Talent Acquisition and Recruitment

Ensuring the right people are hired into the organization through effective recruitment processes that align with the organization's culture and goals.





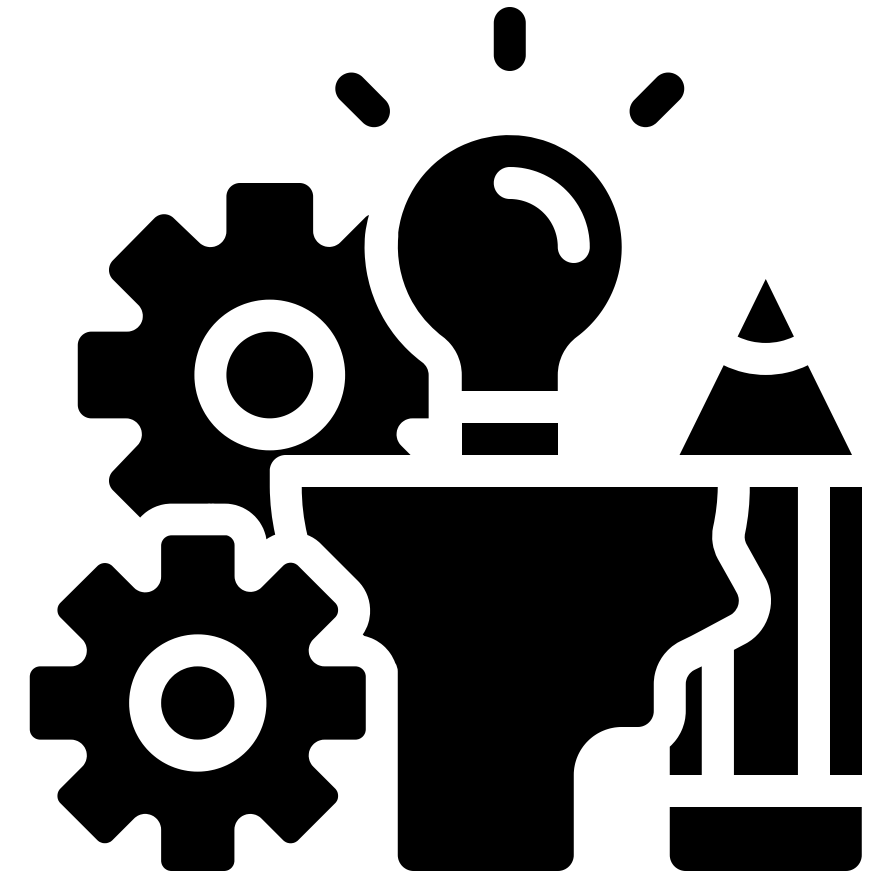
Performance Management

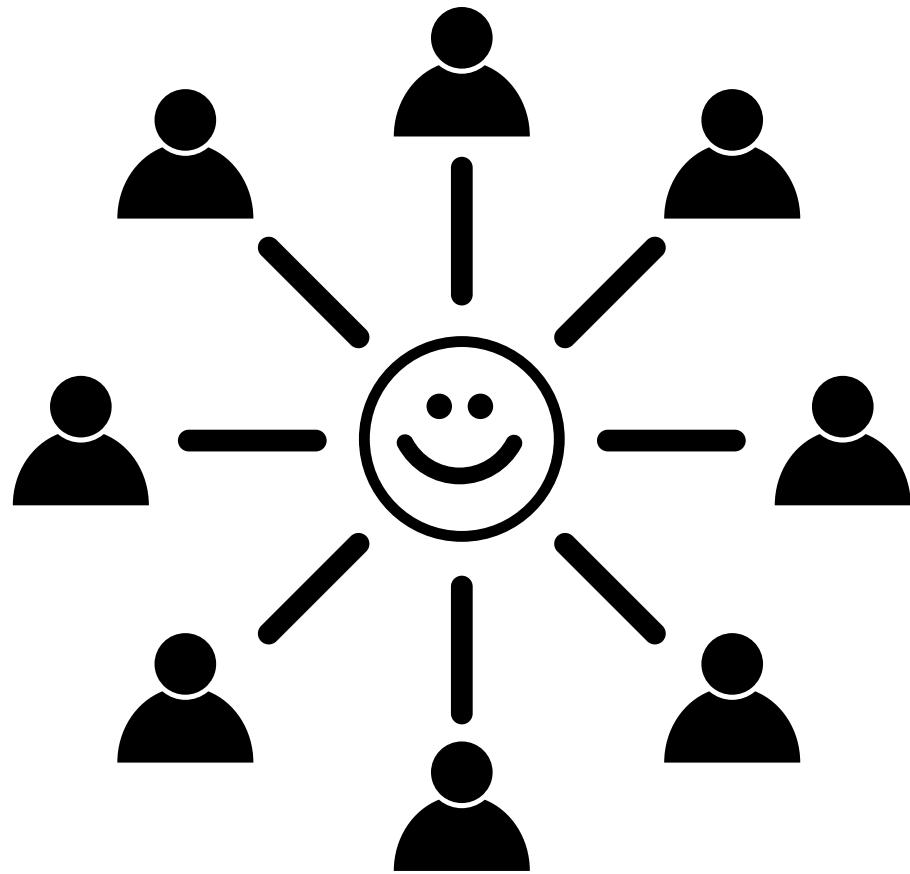
Establishing systems and processes for setting goals, providing feedback, evaluating performance, and rewarding achievements to drive employee engagement and productivity.



Learning and Development:

Setting a Learning and Development plan that provides opportunities for employees to acquire new skills, knowledge, and competencies through training, coaching, mentoring, and other developmental programs.





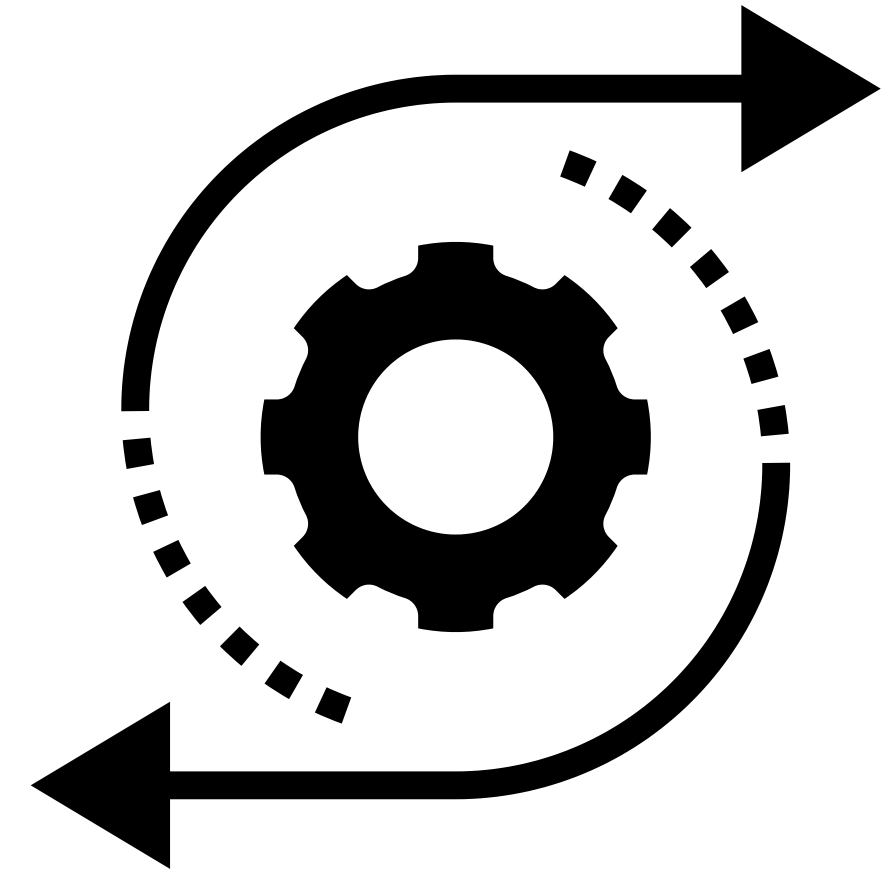
Employee Engagement and Satisfaction

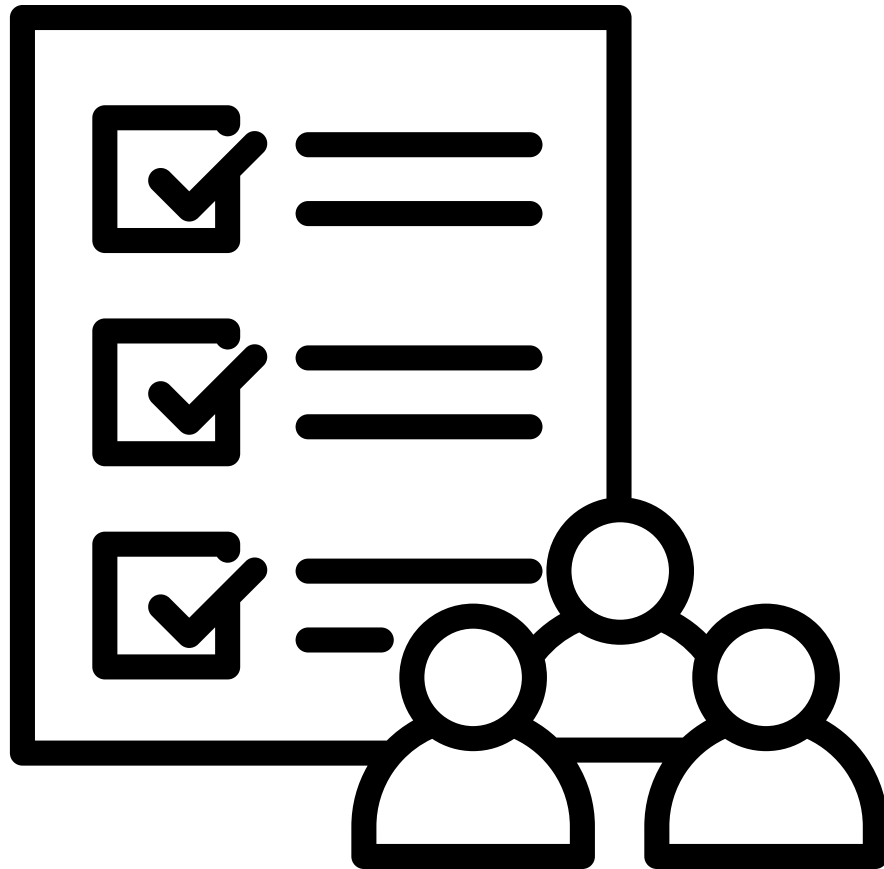
Implementing initiatives to enhance employee morale, motivation, and satisfaction, leading to higher levels of commitment and retention.



Change Management

Supporting employees through organizational changes by providing communication, training, and resources to facilitate a smooth transition and minimize resistance.





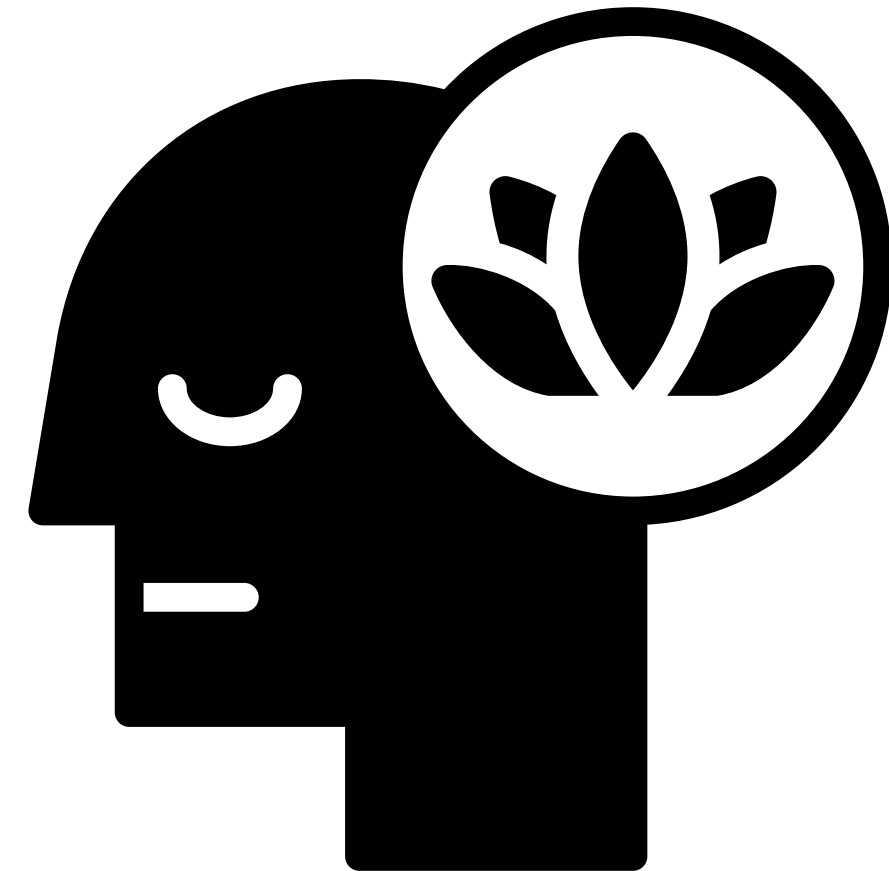
Workforce Planning

Aligning the organization's workforce with its strategic objectives by forecasting future talent needs, identifying gaps, and developing strategies to address them.

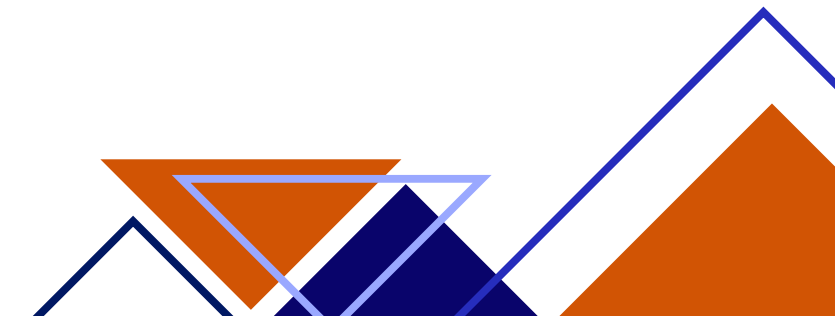


Employee Wellness and Well-being

Promoting a healthy work-life balance and providing resources and support for employees' physical, mental, and emotional well-being.

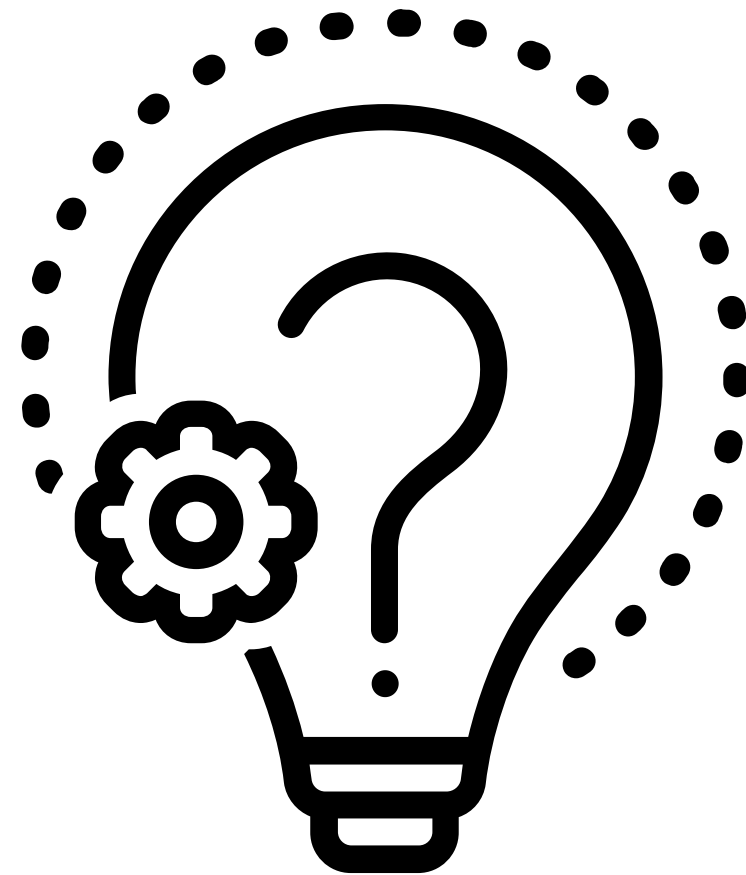


Our Approach



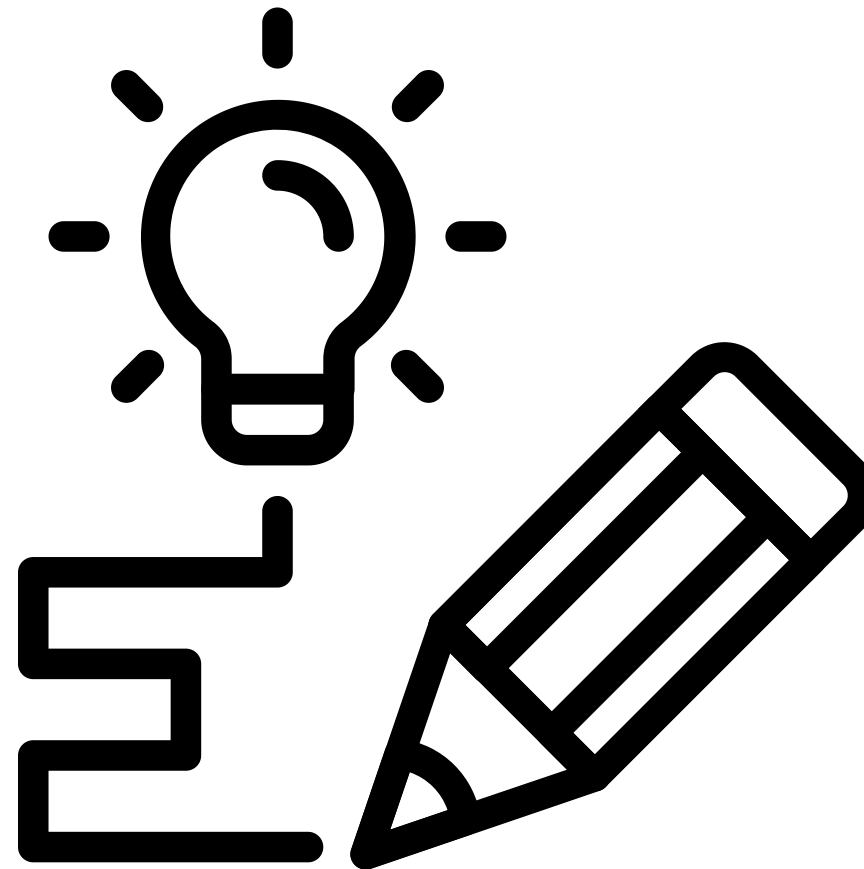
Diagnose

In this initial phase, the focus is on understanding the organization, existing processes, challenges faced and identifying the gaps between where the organization is and where it wants to be. It involves gathering information, analyzing data, and identifying the root cause of issues.



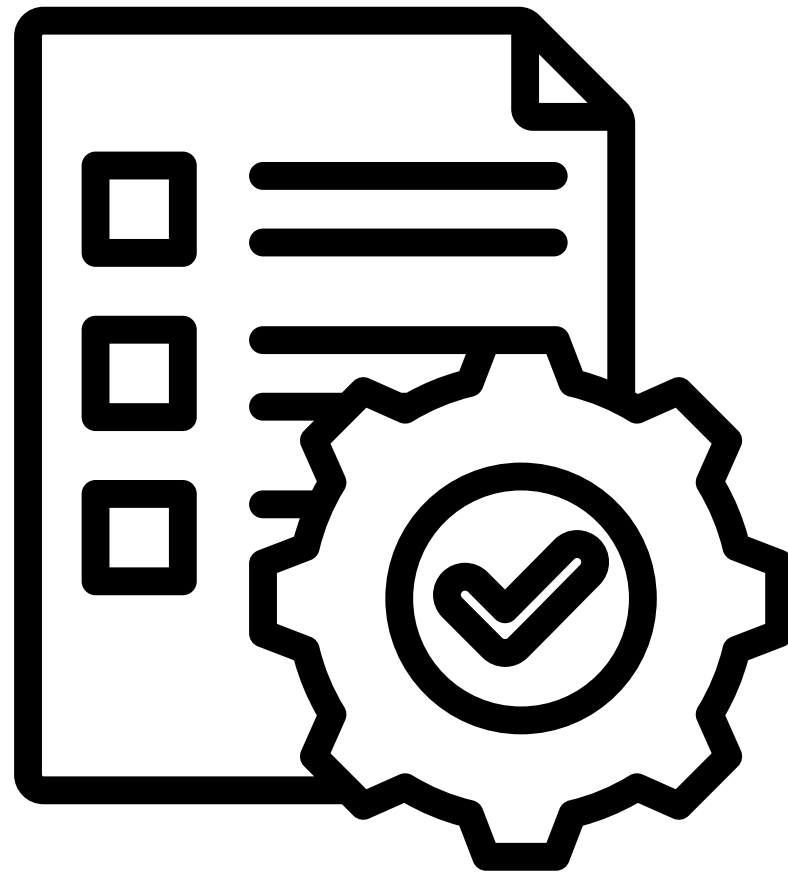
Design

After the Diagnosis stage, the next step is to design solutions to bridge the gaps identified. This phase involves creating a learning and development plan, refining processes and driving an end-to-end transformation journey.



Deliver

It's time to bring the design to life. Delivery involves implementation of the design and an exemplary execution.



Deploy and Document

In these stages, feedback is gathered, observations are made, changes are documented, results are evaluated and then further action plans are decided.



BUSINESS AND LEADERSHIP COACHING

BUSINESS COACHING

Key Takeaways

- **Developing a vision for the Business**
- **Discovering core values**
- **Devising a set of strategies and action plans for implementing short-term as well as long-term goals**
- **Executing strategies and action plans**
- **Developing leadership skills**
- **Fostering Accountability and Support**
- **Being a motivator**
- **Having introspective discussions**



LEADERSHIP COACHING

Key Takeaways

- **Setting leadership goals**
- **Using self-assessment through introspection and decided tools**
- **Identifying SWOT**
- **Building Individual Development Plan**
- **Realistic approach to set timelines**
- **Regular check-ins and updates**
- **Support in own development journey**
- **Leading and managing people**
- **Handling difficult people and situations**
- **Developing leadership influence**
- **Developing Emotional Intelligence**



Focus Areas

- **Fostering a culture of innovation**
- **Developing Emotional intelligence**
- **Enhancing leadership communication**
- **Developing influencing skills**
- **Leading Change and Resilience**
- **Mastering Coaching and Mentoring**
- **Leveraging Strengths**
- **Building Company/ Team Culture**
- **Having Executive Presence**
- **Strategic Thinking**
- **Thought Leadership**
- **Handling difficult conversations and situations**



THANK YOU

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