



SEARCH 4 EXCELLENCE

ESSENTIAL SKILLS

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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

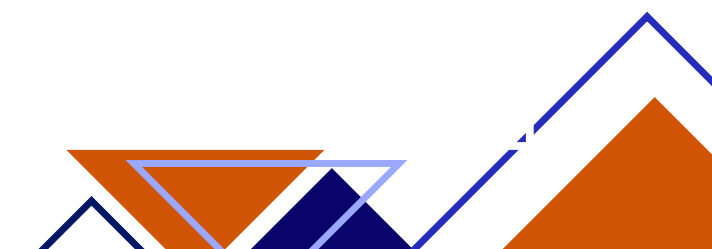
ACROSS ALL LEVELS



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

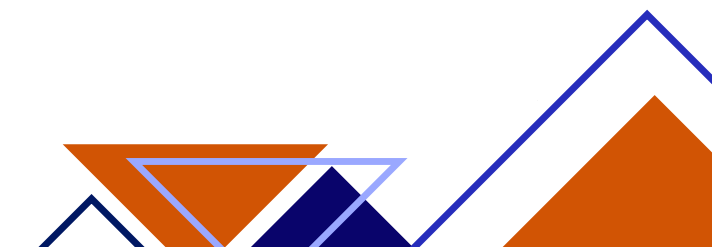
EXPECTED OUTCOME

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





THANK YOU

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