# Training Topics

Accountability & Ownership
Developing Conversational Competence
Assertiveness
Business Etiquette & Grooming
Email Etiquette
Presentation Skills
Change Management
Conflict Management
Crucial Conversations
Innovation & Creativity
Cross cultural sensitivity
Customer Service Orientation
Diversity & Inclusion
Emotional & Social Intelligence
Growth Mindset
Holistic Wellness
Interpersonal Skills
Leadership Skills
Negotiation Skills
Art of Influencing
Mental Health
Personal Effectiveness
Personality Development
Problem Solving & Decision Making
Resilience
Master your Brain to master your life
Time Management
Train the Trainer
Work Life Balance
Team Building
MS Office: Excel, Word, & Powerpoint
Celebrating Womanhood

Training Topics
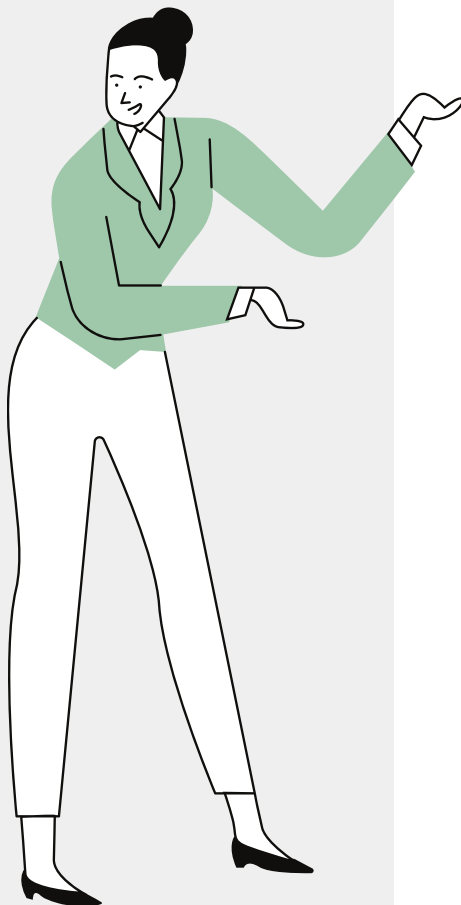
Accountability & Ownership

Accountability assumption vs Accountability truth
Critical Accountability
The circular model of Accountability
The Accountability and trust transaction - The trust advance
The Results Pyramid
Limiting beliefs Vs. Empowering beliefs
Above the line Vs. below the line behaviours

Developing Conversational Competence

How to communicate objectively and effortlessly?
Speaking & Presenting: Poise
The power of non-verbal communication
Barriers to Communication
Listening - a key to healthy relationships
Feedback - The Radical Candor way
Art of clarification and paraphrasing

Assertiveness

Assertiveness versus denying
Techniques for being more assertive
Understanding acceptable range of behavior
Defending our beliefs
Challenging unhelpful thinking

Business Etiquette & Grooming

Grooming just the "pretention" or the way of life?
Characteristics that make a charismatic personality
Carrying an aura
Focusing on the right body language
Posture, gesture, eye contact
Hand shake, proximity, facial expressions

Training Topics

Email Etiquette

Creating an impact through emails
Strengthening rapport : effective email writing
Choosing your action: 'Compose', 'Reply to', 'Reply all', 'Forward'
Mail Fields: 'To'; 'CC'; 'BCC'
Formation of subject line
Opening & closing of an email
It's not what you write, it's how you write: Email tone
Tracking of emails

Presentation Skills

Important elements of presentation skills
Preparation & Anxiety
Emotions & feelings in presentations
Presentation delivery problems
Principles of powerful delivery
Body language: Gestures, posture & eye-contact
Storytelling in Presentations
Asking questions to an audience
Receiving live feedback from an audience
Q&A's & Improvisation

Change Management

How does change affect you: internally and externally
Types of changes
Identifying square wheels: SWOT analysis
Prioritizing and optimizing opportunities
Techniques to embrace change
How to break an 'I give up' attitude?
Unleashing the power of positive emotions to cater change

Conflict Management

Understanding factors that build highly effective teams
Identifying and building on individual strengths
Principles of collaboration and cooperation
Conflicts v/s disputes
Types & sources of conflict
Knowing your conflict management style with the Thomas
Kilmann profile test.
Essential for conflict management : Rapport building &
Assertiveness

Training Topics

Crucial Conversations

What makes a conversation "critical" vs. typical?

Why is it important to master Crucial Conversation skills?

Understand the roadblocks to communication - Stereotyping, Prejudices & Expectations

The ingredients of Crucial Conversations

The power of dialogue

Techniques of Crucial Conversation

Innovation & Creativity

Overcoming conventional mind-sets & assumptions

Conventional thinkers vs. lateral thinkers

Methods and tools for generating ideas

Divergent and Convergent thinking

Brainstorming

Reverse brainstorming

Sort cards or mind maps

SCAMPER technique

De Bono Thinking Methods - The six thinking hats

Cross cultural Sensitivity

Relationship between interpersonal and intercultural communication

Tolerance for ambiguity

Making stronger personal and professional boundaries

Channelizing conflicts constructively

Being emotionally intelligent

Open mindedness

Customer Service Orientation

Creating customer value, satisfaction and loyalty

Handling customer enquiries

Delivering and receiving difficult message

Inter-personal skills and Customer service- A Relationship Tool

Understanding customer service accountability

Handling work based customer requests

Customer service recovery: Turning customer disappointment into delight

Building customer relationships

Training Topics

Diversity & Inclusion

Equity Vs Equality

The core issues: stereotypes, prejudice & discrimination

Gender stereotyping: Reflection of personal beliefs and societal views about women's and men's roles

Challenges of changing social demographics

Defeat unconscious biases

Healthy respect for diversity of personality and opinions

Goodbye to non-judgmental and aggressive attitude

Emotional & Social Intelligence

How important is EQ?

Exploring self-awareness strategies

The performance connection with EQ

Social awareness strategies

Social skills: The Biochemical Ripple Effect

Listening to learn

Shifting perceptual positions - Walking in another's shoes

Emotional bank account: withdrawal and deposits

Learned helplessness vs. learned optimism

Growth Mindset

Benefits and characteristics of growth mindset

The mindset spectrum - re-wire and grow your brain

Internal and external roadblocks to growth mindset

Limiting beliefs

Negative self-talk

Embracing change

Holistic Wellness

The dimensions of wellness - Physical, Intellectual, Social and Emotional
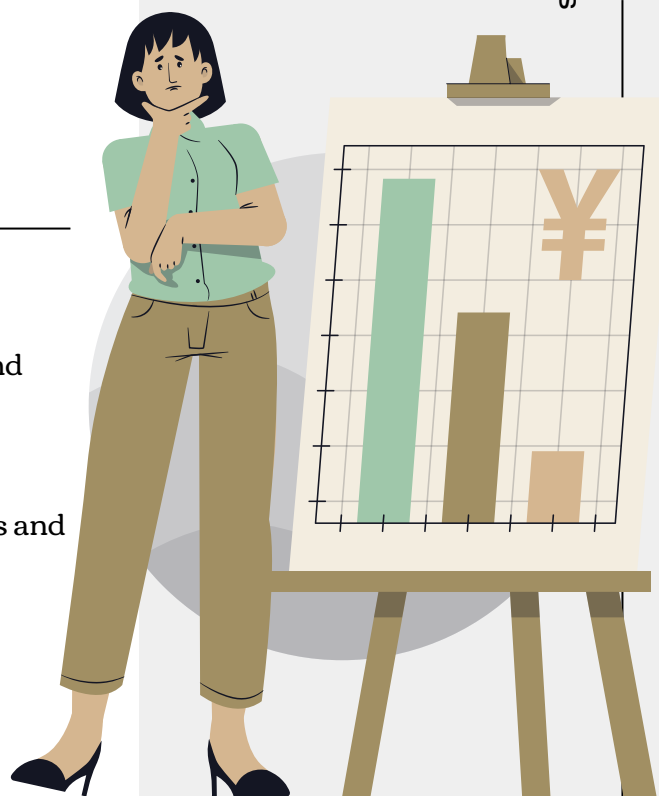
The Reptilian brain: our response to the stress

Emotional bank account

Emotional work: How to work through unresolved emotions and move into peace

Habit re-engineering: The power of tiny habits

Iceberg model

Benefits of healthy balanced life

Training Topics

Interpersonal Skills

Starting and sustaining conversations that are engaging
Acknowledging differences
Identifying your own communication styles
Communicating effectively in business and office situations
Dealing with difficult people
Delivering feedback with conviction and confidence

Leadership Skills

Understanding difference between management & leadership
The leadership attributes - belief, values, ethics, character, knowledge
Understanding various leadership styles
Growing empathy with listening
Mindset & Methodology
Sense & Sensibility
Inspirational leadership: Leading with sense

Negotiation Skills

What is negotiation skill and how it applies in decision making?
Types of negotiation
BATNA concept
Phases of Negotiation
Benefits of Negotiation skill

The Art of Influencing

Communicate effectively to influence
Influence, inspire and persuade
Meta-models for influencing (NLP)
The pull and push methods of influencing
Dr. Robert Caildini's 6 principles of influencing
How biases influence decisions?
Tactics for recognizing, reducing and neutralizing bias
Persuasion- assertion without aggression

Training Topics

Mental Health

What comprises "Mental Health"?

What is mental health and what is mental illness?

Common causes, signs and symptoms

Acceptance Vs letting go

The surprising link between health and optimism

Change negative thought patterns – Attitude that defines you

Boost your optimism when your glass is half-empty

Gratitude practices

Personal Effectiveness

Positive mental attitude

How to set goals?

Ways to improve interpersonal relations

How to give/receive feedback?

How to converse more effectively through email?

Effectiveness vs. efficiency

Understand personal and work-related time wasters

How to manage your stress?

Enhance problem solving skills

Creativity & lateral thinking

Coaching & mentoring

Carrying an attitude of gratitude

Personality Development

Transactional analysis

The ego states

PAC model

Stroking and reinforcing behaviors

The fundamentals of a leadership personality

Ways to improve interpersonal relations

Problem Solving & Decision Making

Types & categories of problem solving

The 8 - step problem solving approach

Problem solving tools & approaches

Understanding thinking patterns

Creativity and Problem Solving

Thinking solutions and making decisions : Six thinking hats

Training Topics

Resilience

The five pillars of resilience: Energy, Inner drive, Future focus, Flexible thinking, Strong relationships

Choosing positive internal & external language- the power of alternative vocabulary

ABC of emotional management

Reframing negative beliefs

Building optimism

Practicing Gratitude

The big picture : improving organization outlook

Master your Brain to Master your Life

Understand the mechanism of stress

Connect with your motivation

Relational stress management techniques for stress reduction

Habitual reactivity to stress

Stress management with energy quantum

Strategies for cultivating mindfulness

Building pillars of happiness- PERMA by Dr. Martin Seligman

Time Management

Evaluating how you manage your time

Goal Setting and Time Management

Time management grid

Clock and compass concept

Eat that frog

Alive vs. Dead time

Time Multipliers – the significance aspect

Managing Energies

Overcoming the vicious cycle of procrastination

Train the trainer

Foundations of training and facilitation

Learning Process in a Training Program

Factors influencing the Learning Process

Steps in preparing a Training Program Pre-preparation

Steps in preparing an Action Plan for the program

Key Considerations in Designing a Training Program

Beginning an Active Program with a bang

Training Methods and Techniques

The two parties in Training – Trainers and training group

Evaluation and feedback of a Training Program

Training Topics

Work-Life Balance

Benefits of a healthy balanced lifestyle
Signs of an Imbalance schedule
The Urgent/Important Matrix
80/20 Rule
SMART goals
Emotions and Self-awareness
Be the driver of your life

Team Building

The power of team culture
The sources of team misalignments
Building high performing teams
Creating team rituals and symbols
Setting norms for communication, decision-making & conflict
Creating a culture of continuous learning

MS Office: Excel, Word, Powerpoint

Excel: Basic & Advanced
Word: Basic & Advanced
PowerPoint: Basic & Advanced

Celebrating Womanhood

Breaking through thought patterns and assumptions
Reconnecting with the child within
Improving self-esteem and self-worth
Superwoman Syndrome - Break the bias in your mind
Challenge yourself and overcome inhibitions

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