

First Time Managers - Training Program



1. Feedback And Coaching

- When Feedback is Needed
- Misperceptions about Feedback

1. Steps For Giving Effective Feedback

- Characteristics Of Feedback
- Preparing To Give Feedback
- Time, Place and Presentation of Your Feedback
- Feedback Techniques – Sandwich and SBI

2. Defining Coaching

- What is Coaching?
- Why is it so Effective?
- What Coaching is Not

3. Role of a Coach

- The Role, Skills and Attributes of an Effective Coach
- Key Principles of Coaching
- Coaching as a Motivational Tool
- Identifying Coaching Opportunities

4. Coaching Models

- Using The Grow Coaching Model
- Practice And Application of Grow

2. The Art of Collaboration

1. Introduction

- The Difference Between Cooperation, Coordination and Collaboration
- The Benefits of Collaboration and Why It's an Essential Part of How Businesses Get Work Done Today

2. Creating Great Workplace Attitudes

- The Ask Theory
- Factors that Determine Our Attitude

3. Leading Collaborative Teams

- Assembling and Leading a Collaborative Team

4. Ensuring Effective Collaboration Within Your Company

- Collaboration across Teams
- How to Create a Culture of Collaboration?

3. High Performance Negotiation Skills

1. Introduction To Negotiation
 - Identify the Qualities of Successful and Unsuccessful Negotiators
 - Define Negotiation and Understand How it is Different from Bargaining
2. Types Of Negotiation
 - Identify The Differences between " Soft" and " Hard" Negotiations
 - Positional and Principled Negotiation
3. Key To Successful Negotiations with Stakeholders
 - Know Your Stakeholder
 - Use Vision as a Tool
 - Focus on Alignment
 - Justify Your Position
 - Ask Open Questions
 - Listen and Understand Problems
4. Negotiation Practices and Techniques
 - Positions vs. Interests
 - The Art of Questions
 - Problem-Solving Question
 - Creative Options to Achieve Mutual Gain
 - Objective Criteria
 - BATNA, WATNA and ZOPA

4. Driving Innovation & Organizational Change

1. Driving Innovation
 - Organizational Innovation
 - Why Innovation Matters
 - How to Develop What's Needed for Innovative Thinking
 - Creativity and Innovation
 - Managing Innovation
2. Driving Organizational Change
 - Why Change Occurs and Why it Matters
 - Inevitability of Change
 - Factors that Bring about Change
 - Why We Resist to Change and How to Overcome that
 - Understanding and Managing Change Curve
 - Skills of a Change Leader
 - The Kubler Ross Model

5. Stakeholder / Client Management

1. Some Best Practices in Stakeholder Management
 - Stakeholder Mapping
 - Using Emotional Intelligence to Improve One-On-One Communication
 - Developing Interpersonal Skills
 - How To Influence Without Authority
2. Understanding and Communicating with Stakeholders
 - Importance Of Understanding Your Stakeholders and Clients
 - Knowing Their Social Styles
3. Stakeholder Relationship Management
 - Building Trusting Relationships and Rapport
 - Apply Strategies to Gain Cooperation and Support
 - Deal Effectively with Challenging Behaviours
 - Gaining Stakeholder Commitment and Support
 - How To Deal with Difficult Stakeholders
4. Managing Their Expectations
 - Clarify and Set the Expectations
 - Identifying and Analysing their Different Needs and Purpose
 - How to Satisfy their Different Needs
 - Avoiding Common Mistakes in Managing Expectations

6. Advance Business Communication

1. Communication Fundamentals
 - Communication Model
 - Why Communication Fails
2. Nonverbal Communication Skills
 - Different Elements of Nonverbal Communication
 - The Importance of Body Language and How to Use it in The Workplace
3. Effective Communication Tools
 - Active/Empathetic Listening, Questioning, Paraphrasing and Summarizing
4. Communication Types
 - Assertive, Passive, Aggressive and Passive-Aggressive Communication
 - What's Your Communication Type
5. Building Rapport
 - Rapport Building Techniques
 - Pre-Conceived Notions of the Past Experience in Communication
 - Cultural Stereotypes of Audience
6. Perception Management
 - Bias towards Gender, Caste, Creed Etc.
7. Art Of Asking Question
 - Creative Ways of Handling Questions and Disagreements

7. The Art of Motivation

1. Motivation Basics
 - What is Motivation
 - The Motivation Process
2. Types and Theories of Motivation
 - Maslow's Hierarchy of Needs
 - David McClelland's The Three Needs Theory
 - Equity Theory
 - Two Types of Motivation
 - Ken Thomas's Model of Intrinsic Motivation
3. How to Motivate Others
 - Steps to Motivate Others
 - Understanding Demotivation Factors

8. Time Management

1. Managing Yourself
 - Where and How My Time Goes
 - Setting Goals
 - Making Your Goals Smart
 - Evaluate Priorities
 - Deal with Procrastination
 - How Well I Plan
 - My Current Planning Tools and its Difficulties
 - How to be More Organized
 - Time Distribution for Work and Personal Life
 - Being Disciplined
2. Managing Your Work Environment
 - Effective Time Management & Prioritization Tools
 - Identify Time Robbers
 - Brainstorm Solutions for Time Robbers
 - Manage Your Meetings Effectively
 - Organize Your Workspace

3. Problem Solving and Decision Making

1. Problem Solving and Critical Thinking
 - Explore the Concept of Critical Thinking, its Value, and How it Works?
 - Developing The Problem-Solving Mindset
 - Traits of a Critical Thinker
 - Convergent and Divergent Thinking
 - Key Problem-Solving Tools
 - How to Perform Strategic Analysis and Applying the Appropriate Option

- Importance Of Creative Thinking
 - How to Improve Critical and Creative Thinking?
2. Decision Making Basics
 - Fundamental Assumptions
 3. Decision Making Processes
 - System 1
 - System 2
 4. The Decision-Making Process
 5. Role Of Biases in Decision Making
 - Action-Oriented Bias
 - Self-Interest Bias
 - Pattern-Recognition Bias
 - Social Harmony Bias
 - Stability Bias
 6. Tools And Techniques to Enhance Decision Making
 - Elements Of Smart Decision Making
 - Decision Making Models

4. Presentation Skill

1. PowerPoint Skills
 - Common Mistakes People Do in PPTs
2. Creating The Content
 - **'Why'** Part of the Presentation
 - Understanding the Purpose and Desired Outcome of the Presentation
 - Understanding the Audience
 - What's the Key Message
 - Choosing the Appropriate Style of the Presentation
 - **'How'** Part of the Presentation
 - Structuring the Content
 - Breaking it Down in Slides
 - Arranging the Content as per the Style Chosen
 - Preparing the Notes
3. Delivery Aspects
 - Why Speaking is Stressful
 - How to Overcome Nervousness
 - Creating a Powerful and Crisp Introduction
 - Understanding Body Language
 - Voice Quality – Pitch, Tone and Modulation
 - How to Rehearse

10. Conflict Management

1. Why Conflict Resolution
 - Is Conflict Good or Bad?
 - Potential Benefits of Conflict
 - Cost Of Conflict
2. Conflict Anatomy
 - Different Conflict Outcomes
 - Conflict Resolution Styles
 - Find Out Your Preferred Conflict Resolution Style
3. The Language of Conflict Resolution
 - The Importance of Using the Right Language When Resolving Conflict
4. The Conflict Resolution Technique
 - Thomas-Kilmann Conflict Mode Instrument

11. Risk Management

1. What Is Risk?
 - Learn How to Define Risk
 - Understanding How Risk Management Can Be Used to both Maximise Opportunities and Minimise Threats
 - Understanding the Principles and Processes of Risk Management
2. Context And Objectives
 - Understanding the Purpose and Scope of Risk Management
 - Develop an Awareness of Risk Appetite
3. Risk Assessment
 - Gain and Awareness of Identification Techniques
 - Assessing Risk and Selecting Appropriate Actions and Controls Using Key Tools, Such as Risk Registers
4. Risk Action
 - Risk Management Techniques
5. Monitoring, Communication and Reporting
 - Monitoring and Reviewing Risks
 - Role of Communication in Managing Risks

12. Being Emotionally Intelligent

1. Fundamentals
 - What is an Emotion?
 - Why EI
 - Importance of EI in Leadership

- Characteristics of People with High EI
 - Elements Of EI (What Constitutes EI)
2. Foundations of Our Behaviour
 - Feelings and Emotions
 - Past Experiences and Automatic Stories
 - Rational and Emotional Brain
 3. Feelings and Emotions
 - What's The Difference Between Feelings and Emotions?
 - What's In Our Control
 4. Neuroscience of the Brain
 - Neuroscience of the Brain
 - The Emotional Brain
 - The Logical/Rational Brain
 5. Building EI Skills
 - EI Model
 - Framework To Build EI

6. People Management

1. Managing High Performing Team
 - What Defines a Leader?
 - Leader vs Manager
 - Connecting with Team Members
 - What's Situational Leadership?
 - Developing Strategic Leadership
 - Creating a Vision for a Team and Getting Buy-In
 - Performance Management
 - Learning Art of Delegation
 - 5 Dysfunctions of A Team

Methodology:

The methodology to be adopted in the training sessions include Exercises, Interactive Discussions, Group Exercises, Self-Assessment Tests, Role plays, Case Studies and Experience sharing by participants

**Relevant and relatable case studies would be created. Request inputs for the same.