

PEOPLECRAFT



**ACTION
CENTERED**



**CUSTOMIZED
OBJECTIVES**



**EXPERIENTIAL
LEARNING**



PEOPLECRAFT

OFFERINGS

In Person & Online Training Workshops



www.peoplecraft.com

LIST OF OFFERINGS (IN PERSON / ONLINE)

No.	Training Programs	No. of Days	Staff	Team Leader	Middle Manager	Senior Manager
1	<u>Personal Effectiveness</u>	2	✓			
2	<u>Time Management</u>	1	✓	✓		
3	<u>Business Communication</u>	2	✓	✓		
4	<u>Campus 2 Corporate</u>	1	✓			
5	<u>Assertiveness</u>	1	✓	✓		
6	<u>Working In Teams</u>	1	✓	✓		
7	<u>Interpersonal Skills</u>	1	✓	✓		
8	<u>Leadership Essentials</u>	2		✓		
9	<u>Culture of Excellence / Customer Focus</u>	1	✓	✓	✓	
10	<u>Creativity and Innovation</u>	1	✓	✓	✓	
11	<u>Team Bonding</u>	1	✓	✓	✓	
12	<u>Team Building</u>	1	✓	✓	✓	
13	<u>Work Life Balance & Stress Management</u>	1	✓	✓	✓	✓
14	<u>Diversity and Inclusion</u>	1	✓	✓	✓	✓
15	<u>Presentation Skills</u>	2		✓	✓	
16	<u>Problem Solving and Decision Making</u>	2		✓	✓	
17	<u>Performance Appraisal and Feedback</u>	1		✓	✓	
18	<u>Conflict Management</u>	1		✓	✓	
19	<u>First Time Managers</u>	2			✓	
20	<u>Interviewing Skills</u>	1			✓	
21	<u>Influencing Skills</u>	1			✓	✓
22	<u>Leadership Journey / Coaching</u>	6			✓	✓
23	<u>Change Management</u>	1			✓	✓
24	<u>Delegation Skills</u>	1			✓	✓
25	<u>Emotional Intelligence</u>	1			✓	✓



PERSONAL EFFECTIVENESS

COURSE DURATION

In Person Training

2 Full Day (10 AM to 5 PM)
(Includes Tea / Coffee / Lunch Break)

Online Training

2 Full Day (6 Hours) (or) 4 Half-a-Days
(4 Sessions of 3 Hours Each)

COURSE DESCRIPTION

This workshop will inspire people to develop the mindset and the skill set they need to keep themselves motivated and pepped up. It will inspire participants to develop a mindset of ownership and align with organizational mission. It will also help participants to improve their interpersonal skills and team work.

COURSE OBJECTIVES

Will enable participants to:

- Demonstrate high level of intrinsic motivation and ownership in their role
- Overcome limiting beliefs and move out of their comfort zone to unleash their potential
- Develop better work relationships through trust building and collaboration
- Appreciate the importance of being assertive and providing effective feedback

COURSE OUTLINE :

SELF FOCUS

- Self-Awareness - Intrinsic Vs Extrinsic Motivation
- Understanding the Power of Attitude - ASK Model (Attitude, Skill, Knowledge)
- Moving Out of Comfort Zone to Unleash Your Potential - Overcoming Limiting Beliefs and Fear of Failure / Criticism - BAR Principle (Belief, Action, Result)

RELATIONSHIP FOCUS

- Trust Building using Emotional Bank Account
- Assertiveness - Reducing Submissive / Aggressive Behavior - I'm Okay, You're Okay Model
- Feedback Skills - Negative Feedback on Act Vs Actor - Old Vs New Feedback Sandwich

TEAM FOCUS

- Moving from Independence to Interdependence - Power of Collaboration / Synergy
- Understanding the Team Building Process (Forming, Storming, Norming, Performing)
- Breaking the Silo Mentality - Knowledge Sharing - Focusing on the Common Goal

ORGANIZATION FOCUS

- Focusing on the Big Picture - Working with 3H (Head, Hand, Heart)
- Aligning to Organizational Vision / Mission / Values
- Internal Customer Focus and Going the Extra Mile
- Demonstrating End to End Ownership and Intrapreneurship



TIME MANAGEMENT

COURSE DURATION

In Person Training

1 Full Day (10 AM to 5 PM)
(Includes Tea / Coffee / Lunch Break)

Online Training

1 Full Day (6 Hours) (or) 2 Half-a-Days
(2 Sessions of 3 Hours Each)

COURSE DESCRIPTION

Do you feel the need to be more organized and / or more productive?

This course is designed for people who would like to be more effective and focused in their workplace by applying simple, practical and powerful time management tools and techniques.

COURSE OBJECTIVES

Will enable participants to:

- Experience the benefits of self discipline processes like planning, prioritizing, scheduling, execution
- Improve focus and concentration by eliminating distractions and focusing on the key result areas
- Gain awareness on procrastination and learn how to overcome it

COURSE OUTLINE :

EFFECTIVE PLANNING, PRIORITIZATION AND SCHEDULING

- Planning Your Tasks on a Daily / Weekly Basis using Mind Maps
- Return On Time Invested (ROTI)
 - Core Vs Non-Core Activities
 - Pareto's Principle (80 / 20 Rule)
 - Effective Prioritization using 3D Filter (Drop, Delegate, Do)
- Effective Scheduling using Urgent / Important Matrix and Calendar
 - Big Rocks First / Eat The Frog First

POWER OF FOCUS

- What and Why of Focus - Using Your Energy in the Right Way
- Focusing using STING Formula / Power Hour - Avoiding Multitasking Trap - Eliminating Distractions
- Overcoming Procrastination - Five Minute Promise



BUSINESS COMMUNICATION

COURSE DURATION

In Person Training

2 Full Day (10 AM to 5 PM)
(Includes Tea / Coffee / Lunch Break)

Online Training

2 Full Day (6 Hours) (or) 4 Half-a-Days
(4 Sessions of 3 Hours Each)

COURSE DESCRIPTION

This course will help you improve your business communications skills. It will provide practical tips and techniques to become an effective communicator.

COURSE OBJECTIVES

Will enable participants to:

- Improve their verbal and written communication
- Clearly define the purpose / objective of their communication
- Effectively organize and structure the content for their communication
- Understand and apply appropriate etiquette in all forms of communication

COURSE OUTLINE :

CONTEXT SETTING

- Elements of Effective Two Way Communication / Barriers to Effective Communication
- Clearly Defining the Purpose / Objective of the Communication

NON-VERBAL COMMUNICATION

- Understanding the 3Vs of Communication (Verbal, Vocal, Visual)
- Power of Body Language Impact

VERBAL COMMUNICATION

- Eliminating Fillers in Speech - Improving Language Fluency - JAM Technique (Just A Minute)
- Passive to Active Vocabulary Building

WRITTEN COMMUNICATION

- Components of Tone, Clarity & Simplicity - Keeping It Short & Simple (KISS Mantra)
- Structuring the Communication - DIKW Model (Data, Information, Knowledge, Wisdom)

COMMUNICATION ETIQUETTE

- E-Mail, Telephone, Audio / Video Conference - Do's & Dont's



CAMPUS 2 CORPORATE

COURSE DURATION

In Person Training

1 Full Day (10 AM to 5 PM)
(Includes Tea / Coffee / Lunch Break)

Online Training

1 Full Day (6 Hours) (or) 2 Half-a-Days
(2 Sessions of 3 Hours Each)

COURSE DESCRIPTION

Moving from a campus to corporate can be a very interesting experience for new joiners. Along with the excitement of joining the corporate world, they also find it challenging to adapt to new expectations and responsibilities of the workplace. There are unspoken nuances and social norms that many graduates are completely unaware of.

This workshop will help the participants to improve their overall attitudes and behavior towards their job, their team and their organization. It will motivate them to learn and apply better workplace etiquette and hence enhance their professionalism.

COURSE OBJECTIVES

Will enable participants to:

- Demonstrate high level of intrinsic motivation and ownership in their role
- Understand and appreciate the importance of following corporate etiquette
- Understand and apply appropriate etiquette in all forms of communication
- Understand team working and the significance of their role in it

COURSE OUTLINE :

INNER PERSONALITY

- Understanding the Power of Attitude and Personal Initiative - ASK Model (Attitude, Skill, Knowledge)
- Maintaining a High Level of Intrinsic Motivation Everyday - 3D Formula (Develop, Deliver, Deserve)
- Demonstrating End to End Ownership and Going Extra Mile (GEM) - Power of Intrapreneurship
 - Responsibility of Representing the Company Brand Image

OUTER PERSONALITY

- Professionalism & Workplace Etiquette / Behavior (Personal Hygiene / Grooming, Dressing Sense, Cubicle Etiquette, Common Space Etiquette, Work From Home Etiquette, Meeting Etiquette)
- Business Communication Etiquette (Verbal / Written)
- Technology Etiquette - Do's & Dont's (E-Mail, Telephone, Audio / Video Conference)
- Basics of Team Work and Collaboration



ASSERTIVENESS

COURSE DURATION

In Person Training

1 Full Day (10 AM to 5 PM)
(Includes Tea / Coffee / Lunch Break)

Online Training

1 Full Day (6 Hours) (or) 2 Half-a-Days
(2 Sessions of 3 Hours Each)

COURSE DESCRIPTION

In today's workplace, assertiveness has become a very critical skill for employees at all levels to be able to communicate with confidence. This skill can be improved through conscious practice and awareness of one's communication style. This course will help you to understand the importance and application of assertive communication. It will also provide practical tips and techniques to be assertive as well as help you to work with people who use the different styles of communication.

COURSE OBJECTIVES

Will enable participants to:

- Understand the Meaning of Assertiveness
- Clearly Differentiate between - Aggressive, Assertive, Submissive and Passive Aggressive
- Appreciate the Importance of being Assertive and Creating Win-Win Situations
- Use Effective Techniques to be Assertive - DESC, ACID, Broken Record

COURSE OUTLINE :

UNDERSTANDING ASSERTIVE BEHAVIOUR

- The Four Communication Styles
- Characteristics of Assertive Communication
- Implications of Not Being Assertive

PRINCIPLES OF ASSERTIVENESS

- I am Ok, You are Ok
- Gunas - A Calm State of Mind

ASSERTIVENESS TECHNIQUES

- How to be Effectively Assertive - ACID / DESC
- Empathy / Validation - DESC (Describe, Express, Specify, Consequences)
- Special Techniques for Difficult Situations - Broken Record / Instant Replay



WORKING IN TEAMS

COURSE DURATION

In Person Training

1 Full Day (10 AM to 5 PM)
(Includes Tea / Coffee / Lunch Break)

Online Training

1 Full Day (6 Hours) (or) 2 Half-a-Days
(2 Sessions of 3 Hours Each)

COURSE DESCRIPTION

This program will help the participants to understand the importance of teamwork and collaboration. They will understand the basis of teams, team roles & team dynamics, and how these factors can be successfully managed to achieve the best results. They will learn the characteristics of highly effective teams and team members and will be motivated to apply the learnings back at the workplace.

COURSE OBJECTIVES

Will enable participants to:

- Learn how to balance individualism with teamwork, move from independence to interdependence
- Develop better work relationships through team bonding and collaboration
- Understand the phases of team development and how to overcome internal team conflict
- Break the silo mentality and focus on the common goal

COURSE OUTLINE :

CONTEXT SETTING

- What is a Team? Difference between a Group and a Team
- What makes a Team Effective? - Characteristics of High Performing Teams

TEAM BUILDING PROCESS

- Understanding How a Team Develops and the Stages of Development
- Forming, Storming, Norming, Performing Stages - Managing Conflict Effectively

TEAM ALIGNMENT

- Moving from Independence to Interdependence - Understanding the Power of Synergy
- Overcoming Dysfunctions of a Team - Breaking Silo Mentality - Focusing on the Common Goal



INTERPERSONAL SKILLS

COURSE DURATION

In Person Training

1 Full Day (10 AM to 5 PM)
(Includes Tea / Coffee / Lunch Break)

Online Training

1 Full Day (6 Hours) (or) 2 Half-a-Days
(2 Sessions of 3 Hours Each)

COURSE DESCRIPTION

This program will help the participants to improve their interpersonal skills. It will be highly interactive with discussions on effective techniques on improving people skills.

COURSE OBJECTIVES

Will enable participants to:

- Understand their personality type and how to work together with different personalities
- Develop better work relationships through trust building
- Appreciate the importance of being assertive and creating win-win situations
- Learn techniques to share feedback in a effective manner
- Appreciate the importance of empathetic listening

COURSE OUTLINE :

PERSONALITY TYPES / BEHAVIORAL STYLES (DOPE)

- Understanding Self - Identifying Strengths & Areas of Improvement
- Understanding Others - Acknowledging the Differences in Styles and Adapting for a Positive and Open Working Relationship

TRUST BUILDING

- Trust as a Foundation of All Relationships
- Using Emotional Bank Account to Increase Trust Deposits and Reduce Withdrawals

ART OF ASSERTIVENESS

- Confidence in Expressing Oneself - Creating a Win-Win Situation (I'm Okay, You're Okay)
- Reducing Aggressive / Submissive Behaviours

PEOPLE SKILLS

- Giving Effective Feedback - Sandwich Feedback - Negative Feedback on Act Vs Actor
- Effective Listening Skills - Understanding the 5 Levels of Listening - Empathetic Listening

LEADERSHIP ESSENTIALS

COURSE DURATION

In Person Training

2 Full Day (10 AM to 5 PM)
(Includes Tea / Coffee / Lunch Break)

Online Training

2 Full Day (6 Hours) (or) 4 Half-a-Days
(4 Sessions of 3 Hours Each)

COURSE DESCRIPTION

This workshop will help participants to develop leadership capabilities to build, lead, inspire and energize a team. It will help them understand how to support, motivate, and empower their team members to drive performance and results.

COURSE OBJECTIVES

Will enable participants to:

- Understanding themselves better to unleash their personal potential
- Demonstrate high level of intrinsic motivation and ownership in their role
- Strike a balance between task focus and people focus and learn how to motivate others
- Develop better work relationships through trust building and collaboration
- Appreciate the importance of being assertive and providing effective feedback

COURSE OUTLINE :

SELF-AWARENESS / SELF-REGULATION

- Identifying Your Strengths and Areas of Improvement to Unleash Your Potential
 - JoHari Window Model / DOPE Personality Types (Dove, Owl, Peacock, Eagle)
- Understanding the Importance of Attitude - ASK Model (Attitude, Skill, Knowledge)
 - Maintaining a High Level of Intrinsic Motivation Everyday to Make A Difference (MAD Mantra)
- Demonstrating End to End Ownership - Unleashing the Power of Intrapreneurship
 - Role-Modeling Excellence through Personal Initiative and Accountability

LEADERSHIP ESSENTIALS

- Leading Vs Managing - People Vs Task Matrix (Dilemma between Relationships and Goals)
- 3G Model of Leadership (Getting Ahead, Getting Things Done, Getting Along)
 - Transactional Vs Transformational Leadership
- Creating a Result Oriented Work Environment (ROWE) instead of Micro Managing
- Motivating Others (Strokes / Pygmalion Effect / Maslow's Theory / Herzberg Model)

INTERPERSONAL SKILLS

- Trust / Rapport Building using Emotional Bank Account (EBA)
- Assertiveness- Reducing Submissive / Aggressive Behavior - I'm OK, You're OK Model
- Effective Listening Skills - Understanding the 5 Levels of Listening - Empathetic Listening
- Feedback Skills - Old Vs New Feedback Sandwich - Negative Feedback on Act Vs Actor

TEAM WORK / COLLABORATION

- Moving from Independence to Interdependence - Power of Collaboration / Synergy
- Overcoming Dysfunctions of a Team - Breaking the Silo Mentality - Focusing on Common Goal
- Understanding the Team Building Process (Forming, Storming, Norming, Performing)
 - Managing Conflict Effectively to Create a Win-Win Situation

CULTURE OF EXCELLENCE/ CUSTOMER FOCUS

COURSE DURATION

In Person Training

1 Full Day (10 AM to 5 PM)
(Includes Tea / Coffee / Lunch Break)

Online Training

1 Full Day (6 Hours) (or) 2 Half-a-Days
(2 Sessions of 3 Hours Each)

COURSE DESCRIPTION

This program will inspire participants to develop a mindset of ownership and spirit of service excellence in whatever they do. They will be motivated to deliver the highest quality of work along with an increased sense of responsibility, accountability and pride in doing their work. It will reinforce the service mindset of participants and motivate them to go the extra mile to delight their customers.

COURSE OBJECTIVES

Will enable participants to:

- Demonstrate high level of intrinsic motivation, ownership and accountability in their role
- Appreciate the importance of personal initiative and going the extra mile to create customer delight

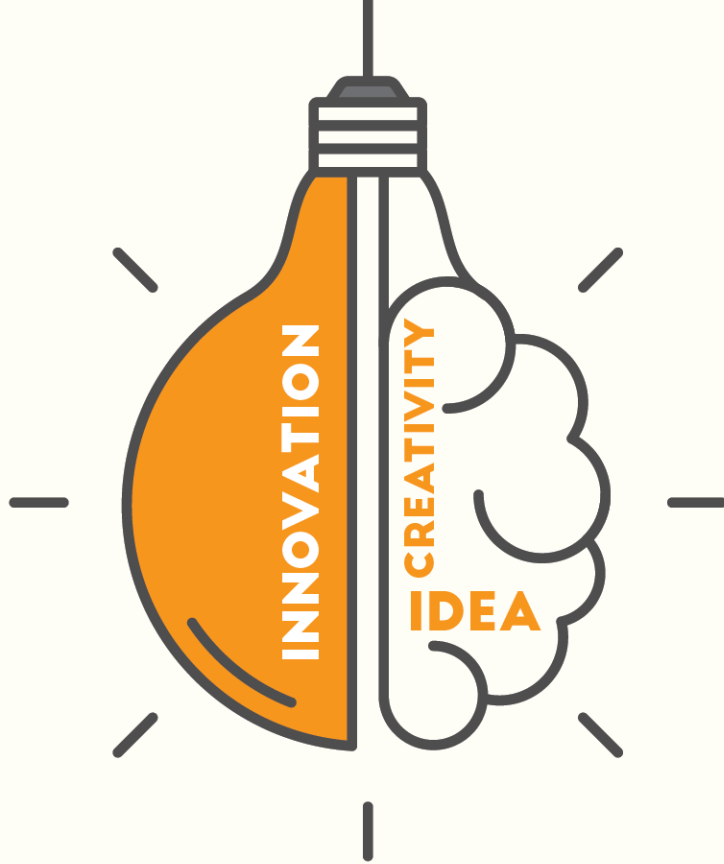
COURSE OUTLINE :

OWNERSHIP & ACCOUNTABILITY

- Power of Attitude - ASK Model (Attitude, Skill, Knowledge) - Attitude of First Serve, Then Deserve
- Maintaining a High Level of Intrinsic Motivation Everyday to Make a Difference to Customers (MAD)
- Demonstrating End to End Ownership and Accountability - Unleashing Power of Intrapreneurship
 - Responsibility of Representing the Company Brand Image
- Commitment to Self-Development & Continuous Learning to Deliver Higher Quality Work using the 3D Model (Develop, Deliver, Deserve)

COMMITMENT TO SERVICE EXCELLENCE

- Importance of Personal Initiative and Going Extra Mile (GEM) to Create Customer Delight
- Increasing the Ability of Dependability - Proactive Communication
- Professionalism - Commitment to Deadlines without Follow-ups / Reminders
- Understanding the Service Excellence Model (Personal Vs Procedural Dimension)



CREATIVITY AND INNOVATION

COURSE DURATION

In Person Training

1 Full Day (10 AM to 5 PM)

(Includes Tea / Coffee / Lunch Break)

Online Training

1 Full Day (6 Hours) (or) **2 Half-a-Days**

(2 Sessions of 3 Hours Each)

COURSE DESCRIPTION

This workshop will help participants understand that creativity and innovation are deliberate, structured activities that can be learned and applied. They will be exposed to simple yet powerful concepts which will help them unleash their creative potential. This workshop will also introduce participants to the concept of 'whole brain' thinking.

COURSE OBJECTIVES

Will enable participants to:

- Recognize the importance of creativity and innovation
- Move out of comfort zone to unleash their creative potential to improve existing processes / products
- Challenge traditional ways of doing things and question limiting beliefs to bring in innovation
- Learn and apply creativity tools like Mind Mapping, Six Thinking Hats etc

COURSE OUTLINE :

INCREASING YOUR CREATIVE THINKING

- Recognizing When to Use Creative Thinking
- Challenging Assumptions, Traditions and Limiting Beliefs (BAR Principle – Belief, Action, Result)
 - Breaking Free of Thinking Patterns – Power of Unconventional Ideas
- What and Why of Creative Thinking – SMG Model (Survival Maintenance Growth)
 - Getting Ahead Vs Getting Things Done
- Importance and Power of Kaizen (Continuous Improvement)

UNLEASHING YOUR CREATIVE POTENTIAL

- Moving Out of Your Comfort Zone
- Left Brain and Right Brain – Whole Brain Thinking
- Understanding Convergent and Divergent Thinking
- Right Brain Thinking Tools – Mind Mapping, Reversal Technique, Random Word, etc



TEAM BONDING

COURSE DURATION

In Person Training

1 Full Day (10 AM to 5 PM)

(Includes Tea / Coffee / Lunch Break)

COURSE DESCRIPTION

This program will help participants to develop better work relationships with team members through fun and bonding activities. It will boost cohesiveness to make team communication and collaboration easier.

COURSE OBJECTIVES

Will enable participants to:

- Develop better work relationships through team bonding
- Improve trust and collaboration
- Relieve stress through fun and laughter

COURSE OUTLINE :

10:00 - 10:15	Zip Zap / 7 UP	Introduction - Simple and Fun Icebreakers as Warm Up
10:15 - 10:55	Human Machine	Team Building - Forming, Storming, Norming, Performing
10:55 - 11:35	Pipeline / Acid River	Motivating / Supporting Each Other, Avoiding Blame Game
11:35 - 11:45	Tea / Coffee Break	
11:45 - 12:00	Pick Pack Pong	Team Alignment, Role Clarity, Focus
12:00 - 12:30	Broken Squares	Focusing on Common Goal, Sharing / Reaching Out
12:30 - 13:00	Cup Game	Collaboration, Helping Each Other
13:00 - 13:15	Human Rainstorm	Synergy - Together Everyone Achieves More
13:15 - 14:00	Lunch Break	
14:00 - 14:15	Gun Bear Man/ Walk Stop	Fun Energizers
14:15 - 14:50	Blindfold Challenge / Zen Count	Taking Initiative, Clarity in Communication
14:50 - 15:35	Coin Toss	Creativity and Innovation, Kaizen
15:35 - 15:45	Tea / Coffee Break	
15:45 - 16:15	Elephant Chart	Working Together, Breaking Silo Mentality, Knowledge Sharing
16:15 - 16:45	Compliment Relay	Appreciating each other on the positive qualities
16:45 - 17:00	Completing The Scene / Captain Ship	Fun & Bonding



TEAM BUILDING

COURSE DURATION

In Person Training

1 Full Day (10 AM to 5 PM)

(Includes Tea / Coffee / Lunch Break)

COURSE DESCRIPTION

This workshop will motivate people to work together, to develop their strengths, and address any areas of improvement. It encourages collaboration rather than competition and helps build high performing teams.

COURSE OBJECTIVES

Will enable participants to:

- Develop better work relationships through team bonding, trust building and collaboration
- Learn how to balance individualism with teamwork, move from independence to interdependence
- Overcome internal team conflict, break the silo mentality and focus on the common goal

COURSE OUTLINE :

10:00 - 10:15	Zip Zap / 7 UP	Introduction - Simple and Fun Icebreakers as Warm Up
10:15 - 11:00	Pipeline / Acid River	Motivating / Supporting Each Other, Avoiding Blame Game
11:00 - 11:30	Looking Inward	Brainstorming: What are our strengths / Areas of Improvements
11:30 - 11:45	Tea / Coffee Break	
11:45 - 12:15	Elephant Chart	Working Together, Breaking Silo Mentality, Knowledge Sharing
12:15 - 13:00	Looking Outward	Brainstorming and Presentation: What Support We Need / What Support We Can Provide
13:00 - 13:15	5 Human Rainstorm	Synergy - Together Everyone Achieves More
13:15 - 14:00	Lunch Break	
14:00 - 14:15	Gun Bear Man/ Walk Stop	Fun Energizers
14:15 - 14:40	Broken Squares	Focusing on Common Goal, Sharing / Reaching Out
14:40 - 15:05	Cup Game	Collaboration, Helping Each Other
15:05 - 15:35	Blindfold Challenge / Zen Count	Taking Initiative, Clarity in Communication
15:35 - 15:45	Tea / Coffee Break	
15:45 - 16:25	How Far Can You Reach	Unleashing Team Potential, Trust Building, Moving from Good to Great
16:25 - 16:50	Looking Upward	Brainstorming and Presentation: What support we need from management to collaborate better
16:50 - 17:00	Completing The Scene / Captain Ship	Fun & Bonding



WORK LIFE BALANCE & STRESS MANAGEMENT

COURSE DURATION

In Person Training

1 Full Day (10 AM to 5 PM)
(Includes Tea / Coffee / Lunch Break)

Online Training

1 Full Day (6 Hours) (or) 2 Half-a-Days
(2 Sessions of 3 Hours Each)

COURSE DESCRIPTION

This webinar will help participants to understand the importance of personal well-being and find the right work-life balance to create a healthy and rewarding life. They will learn simple and practical strategies to manage their stress to bring in a sense of control and balance in their lives.

COURSE OBJECTIVES

Will enable participants to:

- Understand the importance of personal well-being for achieving work-life balance
- Perform a self assessment on the various areas of your life through a simple 'Wheel of Life' tool. Identify 'where you are now' and 'where you need to be'
- Learn and apply simple and practical stress management techniques

COURSE OUTLINE :

PERSONAL WELL-BEING / WORK LIFE BALANCE

- Understanding the Importance of Personal Wellness - Circles of Life (Self, Family, Community)
- Work-Life Balance Defined - F.R.E.S.H Mantra / 4 Burners Theory / Juggling Balls Analogy
- Understanding the Wheel of Life Model - Self-Assessment and Goal Setting
- Defining Success - Public Victory Vs Private Victory - Quality of Life Vs Standard of Living

STRESS MANAGEMENT

- Understanding the Types of Stress (Astress, Eustress, Distress)
- Applying Simple Stress Management Techniques - 4A Model (Avoid, Alter, Accept, Adapt), Heart Map, Attitude of Gratitude, Holy Hour, etc
- Focusing on the Circle of Influence Vs Circle of Concern - Proactive Focus Vs Reactive Focus
 - Avoiding Victim Mentality / Blame Game
- Bounce Back - Understanding the Power of Emotional Resilience

DIVERSITY & INCLUSION

COURSE DURATION

In Person Training

1 Full Day (10 AM to 5 PM)
(Includes Tea / Coffee / Lunch Break)

Online Training

1 Full Day (6 Hours) (or) 2 Half-a-Days
(2 Sessions of 3 Hours Each)

COURSE DESCRIPTION

Workplace diversity is understanding, accepting, and valuing differences between people. Inclusion in the workplace is a collaborative, supportive, and respectful environment that increases the participation and contribution of all employees. The purpose of this course is to help participants understand and appreciate the concepts of Diversity and Inclusion to create a workplace where everyone feels welcome.

COURSE OBJECTIVES

Will enable participants to:

- Understand and appreciate the importance of Diversity and Inclusion in the workplace
- Understand the impact of Unconscious Bias at work & its impact on their decision making, behaviour and relationships
- Understand the importance of Empathy and work towards creating an inclusive workplace

COURSE OUTLINE :

UNCONSCIOUS BIAS AND STEREOTYPING

- Meet & Greet - Context Setting - What is Diversity & Inclusion?
- Unconscious Bias Defined - How Biases are Formed?
- Identifying Bias and Stereotyping - Examining Our Assumptions
- How Biases can Influence Workplace Decisions and Interactions?
- Iceberg Model and the 5 Steps to Overcome Unconscious Bias

EMPATHY AND INCLUSION

- Understanding the Universal, Cultural and Individual Dimensions - Creating an Inclusive Workplace
- Celebrating Diversity (Culture, Gender, Nationality, Religion, Caste, Age, Experiences, Language, Physical Abilities, etc)
- Understanding the Importance of Empathy in the Workplace - Effective Collaboration /Trust Building using Emotional Bank Account (Work / Non-Work Related)



PRESENTATION SKILLS

COURSE DURATION

In Person Training

2 Full Day (10 AM to 5 PM)
(Includes Tea / Coffee / Lunch Break)

Online Training

2 Full Day (6 Hours) (or) 4 Half-a-Days
(4 Sessions of 3 Hours Each)

COURSE DESCRIPTION

This course is designed to give participants an insight to several different aspects of planning, developing, and delivering effective presentations.

COURSE OBJECTIVES

Will enable participants to:

- Prepare effectively for any presentation, keeping in mind the audience and purpose
- Learn how to plan, develop and structure the content for a presentation
- Deliver the presentation confidently with appropriate body language
- Attract and hold an audience's attention during meetings and presentations

COURSE OUTLINE :

CONTEXT SETTING

- Being Clear of the Purpose & Objective
- 4 P Formula - Plan / Prepare / Practice / Present

MANAGING SELF

- Overcoming Nervousness - Handling Presentation Anxiety
- 3Vs of Communication (Verbal, Vocal, Visual) - Power of Body Language
- Improving Language Fluency - JAM Technique (Just A Minute)

MANAGING AUDIENCE

- Rapport Building with Audience
- Addressing WIIFM (What's In It For Me)

MANAGING CONTENT

- Using the Power of Mind Maps to Brainstorm the Content
- Structuring the Content - Simple Models: KISS Mantra, Rule of Three, DIKW Model
- Powerpoint - Do's and Don't's



PROBLEM SOLVING AND DECISION MAKING

COURSE DURATION

In Person Training

2 Full Day (10 AM to 5 PM)

(Includes Tea / Coffee / Lunch Break)

Online Training

2 Full Day (6 Hours) (or) **4 Half-a-Days**

(4 Sessions of 3 Hours Each)

COURSE DESCRIPTION

This workshop is a hands-on, skill-building program that will equip participants with the techniques of effective problem solving and decision making.

COURSE OBJECTIVES

Will enable participants to:

- Know the different types of thinking in problem solving
- Define the Problem clearly
- Analyze situations and identify relevant facts
- Think creatively and work towards creative solutions
- Make objective decisions based on understanding situations
- Effectively apply problem-solving steps and problem-solving tools

COURSE OUTLINE :

PROBLEM SOLVING BASICS

- Thinking and Problem Solving - The connect
- Steps involved in Problem Solving
- Leveraging Whole-Brain thinking

INFORMATION GATHERING AND PROBLEM DEFINITION

- Define the Problem
- Framing Technique - SPIN, OPV, PMI, 5W1H Model
- Types of Information & Methods of Gathering Information

GENERATING OPTIONS, SHORT LISTING AND DECISION MAKING

- Creativity Types & Techniques - SCAMPER, Random Word
- Critical Thinking
- Decision Making Process and Tools

TECHNIQUES FOR PROBLEM SOLVING

- Fish Bone / Why Why / SWOT / How How / Pareto / Payoff Matrix / Force Field Analysis



PERFORMANCE APPRAISAL AND FEEDBACK

COURSE DURATION

In Person Training

1 Full Day (10 AM to 5 PM)
(Includes Tea / Coffee / Lunch Break)

Online Training

1 Full Day (6 Hours) (or) 2 Half-a-Days
(2 Sessions of 3 Hours Each)

COURSE DESCRIPTION

This course focuses on the importance of providing feedback on a regular basis as well as influencing the team members to perform better. It covers the appraisal discussion and the skills involved to have an effective performance conversation.

COURSE OBJECTIVES

Will enable participants to:

- Understand the imperative for feedback in today's organization
- Use the appraisal conversation to help the participant unleash potential as well as align with organization goals
- Provide relevant and appropriate feedback
- Manage challenging behaviour when giving feedback

COURSE OUTLINE :

SETTING THE CONTEXT

- What is a Team? Difference between a Group and a Team
- What makes a Team Effective? - Characteristics of High Performing Teams

REVIEWING PERFORMANCE

- Diagnose performance using an analysis framework
- Choose the appropriate performance conversation
- Review performance improvement in systematic & effective manner

FEEDBACK TECHNIQUES

- Different strokes for different folks
- JoHari Window
- Practice giving feedback using the DESC Model, SBI, BERIIS, and other techniques

SKILLS FOR EFFECTIVE FEEDBACK

- Identify the structure and behaviours required for an effective feedback session
- Understanding the difference between giving feedback and managing confrontation and conflict
- Handling difficult feedback situations



CONFLICT MANAGEMENT

COURSE DURATION

In Person Training

1 Full Day (10 AM to 5 PM)
(Includes Tea / Coffee / Lunch Break)

Online Training

1 Full Day (6 Hours) (or) 2 Half-a-Days
(2 Sessions of 3 Hours Each)

COURSE DESCRIPTION

This workshop will bring participants to the awareness that relationships merit the investment in time and energy required for disagreements to be resolved in such a way that both parties feel like winners. It will equip them with practical tools to improve their conflict management skills and attitudes.

COURSE OBJECTIVES

Will enable participants to:

- Understand the nature and causes of conflict
- Be able to understand how differences in styles creates conflicts
- To assess their conflict-resolution styles
- Be able to adapt communication to resolve conflicts
- To acquire skills in stating complaints and requesting change

COURSE OUTLINE :

UNDERSTAND CONFLICT

- "The 'C' Word: Getting Conflict in Perspective
- Why people rub each other up the wrong way
- What stops us from dealing with conflict effectively

SOURCES OF CONFLICT

- Conflict Escalation Model
- Four Stages of Relationship Building - Forming, Storming, Norming, Performing
- EBA and Conflict

STYLES OF CONFLICT MANAGEMENT

- Assessing your conflict style
- The dilemma between goals and interpersonal relationships
- Experiencing different approaches to conflict

CONFLICT RESOLUTION SKILLS

- Listening as a conflict resolution tool
- Building understanding and empathy through effective open communication
- Reframing and constructive summaries



FIRST TIME MANAGERS

COURSE DURATION

In Person Training

2 Full Day (10 AM to 5 PM)
(Includes Tea / Coffee / Lunch Break)

Online Training

2 Full Day (6 Hours) (or) 4 Half-a-Days
(4 Sessions of 3 Hours Each)

COURSE DESCRIPTION

For a first-time manager, making the transition from being an individual contributor to a leader of people can be a dramatic shift, requiring a completely different skill set. This course sets new managers up for success by providing them with the necessary tools needed to make a smooth transition to become effective leaders who can build trust, making authentic connections with team members, foster engaged / productive direct reports and drive greater results for your organization.

COURSE OBJECTIVES

Will enable participants to:

- Develop leadership capabilities to build, lead, inspire and energize a team
- Strike a balance between task focus and people focus and learn how to motivate others
- Understanding themselves better to unleash their personal potential
- Demonstrate high level of intrinsic motivation and ownership in their role
- Develop better work relationships through trust building and collaboration
- Appreciate the importance of being assertive and providing effective feedback

COURSE OUTLINE :

LEADERSHIP BASICS

- Leading Vs Managing - People Vs Task Matrix (Dilemma between Relationships and Goals)
- Transactional Vs Transformational Leadership - Understanding the 3G Model of Leadership (Getting Ahead, Getting Things Done, Getting Along)
- Creating a Result Oriented Work Environment (ROWE) instead of Micro Managing
- Motivating Others (Strokes / Pygmalion Effect / Maslow's Theory / Herzberg Model)

SELF-AWARENESS / SELF-MANAGEMENT

- Identifying Your Strengths and Areas of Improvement to Unleash Your Potential
- JoHari Window Model / DOPE Personality Types (Dove, Owl, Peacock, Eagle)
- Identifying Your Preferred Trait based on Indian Psychology (3 Gunas - Rajas, Tamas, Sattva)
- Intrinsic Vs Extrinsic Motivation - Understanding the 3D Formula - Develop, Deliver, Deserve)
- Demonstrating Ownership and Accountability - Unleashing the Power of Intrapreneurship

INTERPERSONAL SKILLS

- Trust / Rapport Building using Emotional Bank Account (EBA)
- Assertiveness- Reducing Submissive / Aggressive Behavior - I'm OK, You're OK Model
- Effective Listening Skills - Understanding the 5 Levels of Listening - Empathetic Listening
- Feedback Skills - Old Vs New Feedback Sandwich - Negative Feedback on Act Vs Actor

TEAM WORK / CONFLICT MANAGEMENT

- Moving from Independence to Interdependence - Power of Collaboration / Synergy
- Overcoming Dysfunctions of a Team - Breaking the Silo Mentality - Focusing on Common Goal
- Understanding the Team Building Process (Forming, Storming, Norming, Performing)

Managing Conflict Effectively to Create a Win-Win Situation



INTERVIEWING SKILLS

COURSE DURATION

In Person Training

1 Full Day (10 AM to 5 PM)

(Includes Tea / Coffee / Lunch Break)

Online Training

1 Full Day (6 Hours) (or) 2 Half-a-Days

(2 Sessions of 3 Hours Each)

COURSE DESCRIPTION

This workshop will help the participants to improve their interviewing process by providing a structure and helping them with practical tips and techniques to build an effective personal interviewing style

COURSE OBJECTIVES

Will enable participants to:

- Understand the role of the interviewer
- Know the skills of being a good interviewer
- Create meaningful Job Profile Inventories
- Use the right approach to conduct the interview
- Learn competency / behaviour based interviewing
- Know how to deal with difficult situations
- Evaluate the participant's suitability for the job

COURSE OUTLINE :

SETTING THE CONTEXT

- The Purpose of the Interviewing Function
- Understand the Role of an Interviewer
- The 4S Model for Interviewing

KNOWING WHAT TO LOOK FOR

- Assemble Job Information
- Understand Functional, Behavioural and Value Fitment
- Pick the skills to interview for

COMPETENCY BASED INTERVIEWING

- Understand CBI / BEI
- Assessing Behaviour / Competencies
- Designing Questions for the Interview

SKILLS SETS OF AN INTERVIEWER

- Questioning - Types of Questions
- Listening - for Rapport Building

THE INTERVIEW PROCESS

- Tri Step Model - Opening an Interview, Gathering Information & Closing an Interview
- Structure of the Interview

DEALING WITH DIFFICULT SITUATIONS

- Effectively Handling Different Types of Candidates
- Dealing with Space / Body Language
- Legal / Ethical Questions



INFLUENCING SKILLS

COURSE DURATION

In Person Training

1 Full Day (10 AM to 5 PM)

(Includes Tea / Coffee / Lunch Break)

Online Training

1 Full Day (6 Hours) (or) 2 Half-a-Days

(2 Sessions of 3 Hours Each)

COURSE DESCRIPTION

This course will help you understand how influencing works, provide you with practical tips and techniques to become more influential and help you work on building an effective personal influencing style.

COURSE OBJECTIVES

Will enable participants to:

- Understand Influence and assess personal barriers
- Identify personal influencing style
- Engage effectively with different types of people
- Appreciate the other person's view
- Apply techniques that will enable them to Influence effectively
- Be assertive in their communication and behaviour

COURSE OUTLINE :

CONTEXT SETTING

- Understanding Influence
- Difference between Influence, Persuasion, Manipulation
- Reviewing and Assessing Challenges in Influencing

INFLUENCING STYLE

- Your Personal Influencing Style - Self-Analysis / Audit
- Style Preferences of people we work with
- Adapt to the Styles of others

INFLUENCING TECHNIQUES

- Six Levers of influence
- Use Matching and Mirroring to Build Rapport
- Utilize Rapport to Lead a Conversation in a Specific Direction

POSITIVE AND ASSERTIVE COMMUNICATION

- Expressing Ideas in a Direct and Effective Manner
- Understanding and Overcoming the Barriers to Assertiveness
- Using the STP Formula

CHANGE MANAGEMENT

COURSE DURATION

In Person Training

1 Full Day (10 AM to 5 PM)
(Includes Tea / Coffee / Lunch Break)

Online Training

1 Full Day (6 Hours) (or) 2 Half-a-Days
(2 Sessions of 3 Hours Each)

COURSE DESCRIPTION

This course is designed to help managers build their skills in leading change by defining their role in change and providing practical frameworks for being an effective change leader. They will learn how to manage people through the change process.

COURSE OBJECTIVES

Will enable participants to:

- Understand the critical role managers play in the change process
- Understand how people react to change and manage people's habits and attitudes to change
- Shift the mind-set to working with change, than against it. Manage conflict in the change process
- Develop leadership qualities to lead and manage change

COURSE OUTLINE :

CONTEXT SETTING

- Defining 'Change' and 'Change Management'
- Why do we need to Change? - The Causes and Drivers of Change
- Why People Embrace or Resist Change

UNDERSTANDING PEOPLE DURING THE CHANGE PROCESS

- Understanding the Emotions of People during the Change Process
- Understanding Different Personalities Attitudes and Reactions to Change
- Understanding the Implication of People's Motivation during the Change Process

LEADING PEOPLE THROUGH CHANGE

- Managing People's Habits and Attitudes to Change
- Taking People Out of their Comfort Zones and Unlocking their Potential
- Changing Beliefs to Change Results - BAR Principle (Belief, Action, Result)

COMMUNICATION IN THE CHANGE PROCESS

- The Importance of Feedback in the Change Process
- Persuading and Influencing People to Change - Managing Conflict during the Change Process
- Beyond Positions to Underlying Interests - Building on Common Ground



DELEGATION SKILLS

COURSE DURATION

In Person Training

1 Full Day (10 AM to 5 PM)
(Includes Tea / Coffee / Lunch Break)

Online Training

1 Full Day (6 Hours) (or) 2 Half-a-Days
(2 Sessions of 3 Hours Each)

COURSE DESCRIPTION

This webinar has been designed to help participants understand the fundamentals of delegation and the importance of empowering others.

COURSE OBJECTIVES

Will enable participants to:

- Understand the fundamentals of delegation and its benefits
- Understand your strengths and development areas as a delegator
- Understand the importance of empowering others

COURSE OUTLINE :

SETTING THE CONTEXT

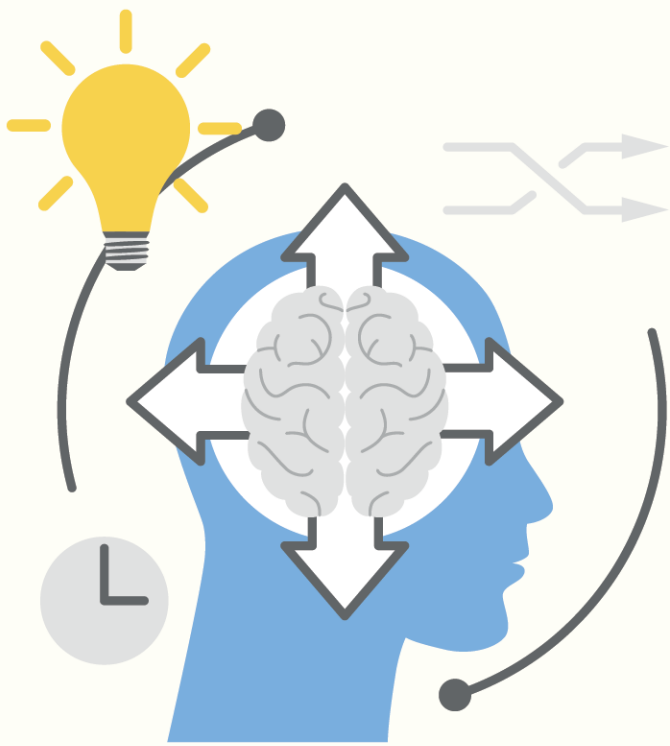
- Delegation: The Art of Matching People and Tasks
- The Manager's Role in Delegation - Understanding the Purpose

EFFECTIVE DELEGATION – THE PROCESS / PEOPLE DIMENSION

- Identifying Activities to be Delegated (Core Vs Non Core) - Selecting Appropriate Staff
- Barriers to Effective Delegation - Avoiding Hero Mentality
- Understanding the Readiness-Delegation Model
- Briefing - Clarity of Role, Decision Making, Authority

EMPOWERING OTHERS

- Developing Others using Situational Leadership (Directing, Coaching, Supporting, Delegating)
- Different Strokes for Different Folks - Empowerment and Motivation
- Feedback - Using Feedback as a Motivational Tool
- Power of Positive Expectations (Pygmalion Effect)



EMOTIONAL INTELLIGENCE

COURSE DURATION

In Person Training

1 Full Day (10 AM to 5 PM)

(Includes Tea / Coffee / Lunch Break)

Online Training

1 Full Day (6 Hours) (or) **2 Half-a-Days**

(2 Sessions of 3 Hours Each)

COURSE DESCRIPTION

Emotional intelligence is the ability to recognize your emotions, understand what they're telling you, and realize how your emotions affect people around you. It also involves your perception of others: when you understand how they feel, this allows you to manage relationships more effectively.

COURSE OBJECTIVES

Will enable participants to:

- Understand and appreciate the importance of emotional intelligence / empathy
- Effectively manage themselves and their emotional well-being to work harmoniously with others
- Develop better work relationships by building trust and motivating others
- Appreciate the importance of being assertive through empathetic listening & providing effective feedback

COURSE OUTLINE :

SELF-AWARENESS / SELF-MANAGEMENT

- Understanding the 4 Dimensions of Your Being - Physical, Intellectual, Emotional and Spiritual
- Identifying Your Strengths & Areas of Improvement - DOPE Personality Types / JoHari Window Model
- Identifying Your Preferred Trait (The 3 Gunas - Rajas, Tamas, Sattva) - Based on Indian Psychology
- Managing Stress using the 4A Model (Avoid, Alter, Accept, Adapt)
 - Focusing on the Circle of Influence Vs Circle of Concern
- Responding, Not Reacting to Challenging / Crisis Situation (Situation + Response = Outcome)
- Improve Your Still Power (Not Just Will Power)

SOCIAL AWARENESS / RELATIONSHIP MANAGEMENT

- Iceberg Model of Human Behavior (Behavior Vs Root Cause)
- Trust Building using Emotional Bank Account (EBA Model)
- Assertiveness - Reducing Aggressive / Submissive Behavior - Creating a Win-Win Situation
- Understanding the Different Personality Types and Working Harmoniously to Manage Conflicts
- Understanding the 5 Levels of Listening - Power of Empathetic Listening
- Motivating Others using the Power of Strokes



LEADERSHIP JOURNEY / COACHING

COURSE DURATION

In Person Training

6 Full Day (10 AM to 5 PM)

(Includes Tea / Coffee / Lunch Break)

Online Training

6 Full Day (6 Hours) (or) 12 Half-a-Days

(2 Sessions of 3 Hours Each)

COURSE DESCRIPTION

This workshop will help participants to enhance their leadership capabilities to build, lead, inspire and energize their team. It will enhance their ability to support, motivate, and empower their team to drive performance and results. It will also inspire them to develop a mindset of ownership and spirit of service excellence in whatever they do.

COURSE OBJECTIVES

Will enable participants to:

- Understanding themselves better to unleash their personal potential
- Demonstrate high level of intrinsic motivation and ownership in their role
- Strike a balance between task focus and people focus and learn how to motivate others
- Develop better work relationships through trust building and collaboration
- Appreciate the importance of being assertive and providing effective feedback
- Appreciate the importance of personal initiative and going extra mile to create customer delight

COURSE OUTLINE :

SELF-AWARENESS / SELF-MANAGEMENT

- Identifying Your Strengths and Areas of Improvement - Understanding JoHari Window Model / DOPE Personality Types (Dove, Owl, Peacock, Eagle)
- Identifying Your Preferred Trait based on Indian Psychology (3 Gunas - Rajas, Tamas, Sattva)
- Intrinsic Vs Extrinsic Motivation - Understanding the 3D Formula (Develop, Deliver, Deserve)
- Moving Out of Your Comfort Zone - Overcoming Limiting Beliefs and Fear of Failure / Criticism

LEADERSHIP ESSENTIALS

- Leading Vs Managing - People Vs Task Matrix (Dilemma between Relationships and Goals)
- Transactional Vs Transformational Leadership - 3G Model (Getting Ahead, Getting Things Done, Getting Along) - Situational Leadership Model (Directing, Coaching, Supporting, Delegating)
- Creating a Result Oriented Work Environment (ROWE) instead of Micro Managing
- Motivating Others (Strokes / Pygmalion Effect / Maslow's Theory / Herzberg Model)

INTERPERSONAL SKILLS

- Trust / Rapport Building using Emotional Bank Account (EBA)
- Assertiveness- Reducing Submissive / Aggressive Behavior - I'm OK, You're OK Model
- Effective Listening Skills - Understanding the 5 Levels of Listening - Empathetic Listening
- Feedback Skills - Old Vs New Feedback Sandwich - Negative Feedback on Act Vs Actor

TEAM WORK / CONFLICT MANAGEMENT

- Moving from Independence to Interdependence - Understanding the Power of Synergy
- Overcoming Dysfunctions of a Team - Breaking Silo Mentality - Focusing on Common Goal
- Understanding the Team Building Process (Forming, Storming, Norming, Performing)
 - Managing Conflict Effectively to Create a Win-Win Situation

ORGANIZATION FOCUS

- Aligning with Organizational Vision / Mission / Values
- Focusing on the Big Picture and Finding Meaning at Work - Working with 3H (Head, Hand, Heart)
 - Connecting to the Purpose / Mission of Why the Role, the Department & the Organization exists
- Solution Orientation - Focusing on the Circle of Influence Vs Circle of Concern
 - Proactive Focus Vs Reactive Focus - Avoiding Victim Mentality / Blame Game
- System Thinking and Inter-Team Collaboration / Alignment

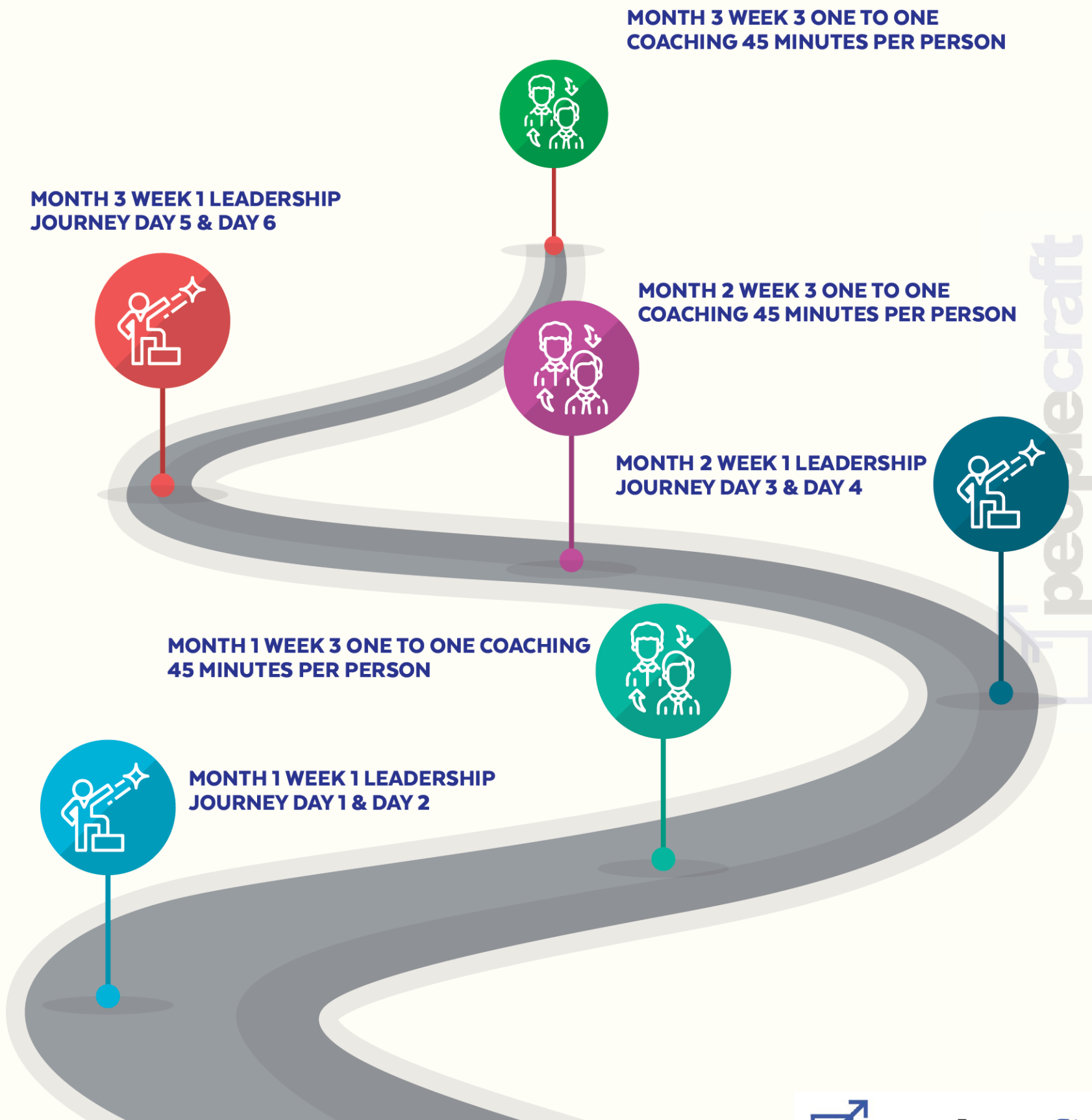
CUSTOMER FOCUS

- Attitude of First Serve, Then Deserve - Understanding the ASK Model (Attitude, Skill, Knowledge)
- Demonstrating Ownership and Accountability - Unleashing the Power of Intrapreneurship
- Importance of Personal Initiative and Going Extra Mile (GEM) to Create Customer Delight
 - Commitment to Deadlines without Follow-ups / Reminders
- Understanding the Service Excellence Model (Personal Vs Procedural Dimension)

*Sample Rollout Plan is Provide in the Next Page

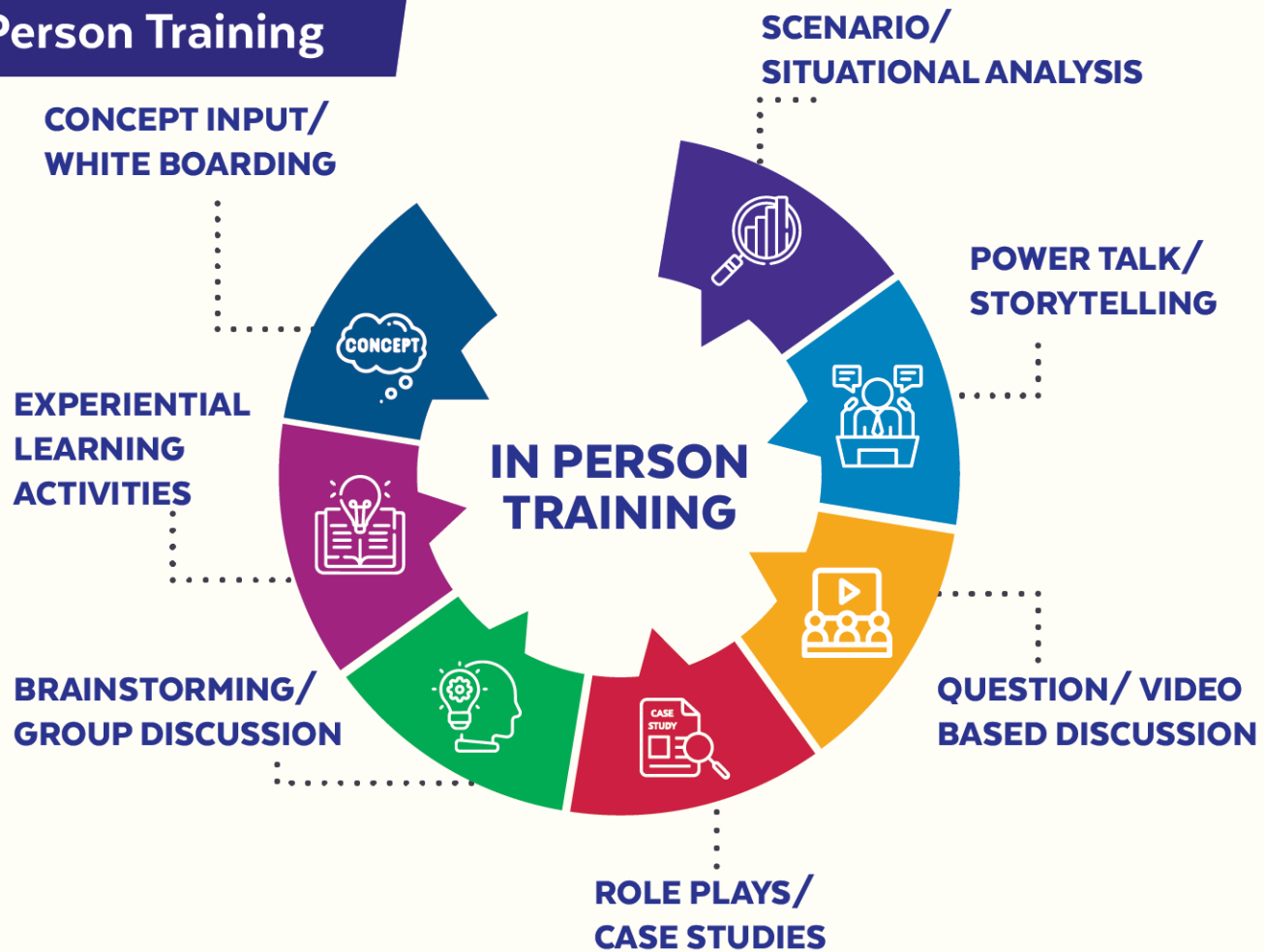
SAMPLE ROLLOUT PLAN (LEADERSHIP JOURNEY)

The below Rollout Plan is for a 6 Day “Leadership Journey” training (includes One To One Coaching).



DELIVERY METHODOLOGY

In Person Training



Online Training



CONTACT DETAILS



peoplecraft



ANIL CHAWLA
Director of Peoplecraft

📞 Anil Chawla: +91 96000 16425

✉️ anilchawla@peoplecraft.com

www.peoplecraft.com

📍 Address:
5G, 4th Block Ceebros Shymala Garden 136, Arcot Road Saligramam, Chennai - 600 093

Anil Chawla



LinkedIn