

Training Journey

WITH PLANET EXCELLENCE

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Communication Modules

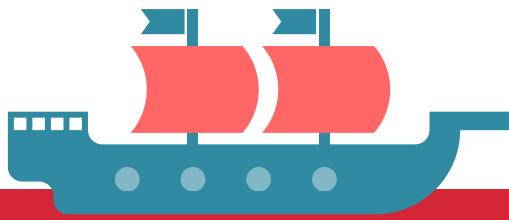
- Inter-personal communication
 - Presentation Skills
 - Public Speaking
 - Listening Skills
- Non-Verbal communication
- Business And Social Etiquette
 - Telephone Etiquette
 - Email Etiquette
- Cross-Cultural Communication
- Effective Business Writing

Behavior Modules

- First Time Leaders (For New Managers)
 - Leadership Quest
 - Team Building
 - Mentoring And Coaching Skills
- Management And Supervisory Skills
 - Managing Your Manager
 - Conflict Management
 - Handling Stress
- Personality Development

Marketing Modules

- Selling Excellence
- Service Excellence
- Customer Focus/CRM
- Branding Demystified



Communication Modules

WITH PLANET EXCELLENCE

INTER-PERSONAL COMMUNICATION

Communication is the lifeblood of any organization today. Present day business world demands that the employees are not only highly skilled but are also much more articulate than ever. The key objectives of this workshop are to sensitize the managers to bring clarity, credibility, and consistency in their communication. The workshop also aims at imparting the basic skills and knowledge of business and social etiquette, which goes a long way in creating an image of success in today's global scenario.

Program Contents:

- The Art of Communication
- The Two Vs: Voice and Vocabulary
- Small Talk
- Non-Verbal Communication
- How to be a Conversational Hero (or Heroine)
- Corporate Etiquette
 - Greetings
 - Introductions
 - Card Etiquette
 - The Art of Shaking Hands
 - Dressing Right
 - Telephone and email etiquette

Methodology: This interactive session will require extensive participation from the group and would use a combination of the following methods to achieve its objectives; PowerPoint presentations, Role Play, Case Studies, Videos, activities, Quizzes

Program Duration Two Days

Who Should Attend: Entry and mid-level management

PRESENTATION SKILLS

Objectives:

An in-depth, need-based, interactive professional workshop focusing on individual abilities and tangible improvement. Along with professional delivery techniques, participants learn the art of developing content, designing and handling audiences.

After attending the program each participants will be able to:

- Display enhanced presentation skills
- Plan, structure, and deliver professional quality presentations
- Use techniques acquired to handle difficult audiences
- Establish an action plan for continuous improvement

Program Contents:

Introduction and pre-presentation planning

Content

- Planning content (art of brainstorming)
- Ensuring Relevance, Credibility and Clarity
- Ensuring WIIFY (What's in it for you)

Design

- Planning Your Presentation and Flow
- Content Layout • Creating Effective Visual appeal
- Common mistake people make and how to avoid them

Delivery

- 3 elements of delivery
- Dealing with presentation nervousness
- Understanding and Assessing audience
- Few do's and don'ts
- Minimising the fear of presenting
- Using body language, vocabulary, and voice for impact
- Handling audience reaction, questions and criticism
- Ensuring audience attention and involvement

Methodology: Interactive presentation, Individual/group activities, role play

Program Duration: 1 Day

PUBLIC SPEAKING

This hands-on workshop will provide multiple techniques to the participant to speak confidently in public and will prepare them to handle and engage audience more effectively in both formal as well as informal situations.

Objectives:

After attending the program each participants will be able to:

- Understand the dynamics of public speaking
- Know how to prepare for a speech
- Recognise the value of visual aids
- Learn the point, turn and talk technique
- Understand how to use rhetorical techniques
- Know how to prepare for questions and answers

Program Contents:

- Understanding and Assessing audience
- Engaging Audience
- 3 elements of delivery
- Dealing with anxiety/stage fright
- Few do's and don'ts
- Using body language, vocabulary, and voice for impact
- Handling audience reaction, questions and criticism
- Ensuring audience attention and involvement

Methodology: Interactive presentation, Individual/group activities, role play

Program Duration: 1 Day

LISTENING SKILLS

More than 35% of business thinks listening is a top skill for success, however, there is rarely an opportunity to learn listening skills. This workshop sensitizes the participants to their current listening skills levels providing participants with hands-on tips to be an effective listener

Objectives:

After this Listening Skills training course, attendees will be able to:

- Analyse and have an increased understanding of the techniques of effective listening
- Discuss the skills of communication and focus on the art of listening
- Apply their new skills actively in the working environment

Program Contents:

- What is Active Listening?
- Why Active Listening?
- Levels of listening
- Listening to content
- Listening to context (non-verbal clues)
- Techniques to improve one's listening level
- Understanding and Assessing audience

Methodology: Interactive presentation, Individual/group activities, role plays

Program Duration: 1 Day

NON VERBAL COMMUNICATION

Researches have proven that people believe non-verbal clues more than the words to speak. Being able to interpret the body language of other people and ensuring that your own body language is always in sync with the persona you wish to project at any given time will make a huge impact on your life. This workshop is designed to give participants a holistic idea of non-verbal communication and helps the participants improve overall confidence and significantly increase chances of success.

Objectives:

After this non-verbal communication training, participants will be able to:

- Recognize and understand the various aspects of nonverbal communication
- Participants would learn to be more mindful of their own non verbal clues when interacting with someone
- Participants will be able to apply their learning for a greater success both a work and personal life

Program Contents:

- Mehrabian Model
- Functions of NVC
- Forms of non verbal communication
- Understanding:
 - Kinesics -Facial expressions, posture and gesture
 - Oculistics-Eye contact
 - Haptics- Touch
 - Proxemics-Space and proximity
 - Appearance and Artifacts
 - Paralinguistics/Vocalics-Variation in pitch, speed, volume etc.
 - Chronemics-Effect of time
- Interpreting gesture clusters
- Impact of culture
- Using NVC to your advantage

Methodology: Interactive presentation, Individual/group activities, role plays

Program Duration: 1 Day

BUSINESS AND SOCIAL ETIQUETTE

Objectives

To impart the basic skills and knowledge of business and social etiquette, which goes a long way in creating an image of success in today's global scenario.

Program Contents:

Business Etiquette

- o Art of greeting, introductions
- o Art of sitting, standing, walking (Role play)
- o Art of addressing protocol in a business hierarchy
- o Art of conversations, topics to avoid, small talk
- o Art of being firm, polite, yet business like
- o Interacting with a difficult client (Role Play)
- o How to leave a lasting impression
- o Telephone, cell phone, Fax, E-mail and letter writing etiquette
- o Art of Public Speaking, Board Room etiquette
- o Interview Etiquette

Social Etiquette

- o Art of entertaining: a) In Hotel b) At Home
- o Art of Gifting and Thank you notes
- o Art of greeting, walking, sitting and conversing
- o Interacting and conversing socially

Methodology: The session will use a combination of the following methods to achieve its objectives: Lectures, PowerPoint presentations, Role-play and Experiential activities

Program Duration: One day

TELEPHONE ETIQUETTE

Objectives

Contemplate this costly fact: 68% of your customers who stop using your services and/or products do so because of perceived employee indifference or rudeness. This course is specially designed to impart telephone etiquette, which equips the participants with skills/ techniques for managing every call effectively and positively.

Program Contents:

- o Incoming Call Guidelines
- o Maximum rings before answering
- o Opening remarks o Voice tones that welcome
- o Addressing the customer by name
- o Putting the Caller "On-Hold" guidelines
- o How to put a caller on-hold
- o Maximum length of time on-hold
- o Taking the caller off-hold
- o Taking Messages Guidelines
- o Getting critical details
- o What to say about returning the call
- o Closing the Call Guidelines
- o Ending the call efficiently
- o Making callers feel glad they called
- o Cell phone: Do's and Don'ts

Methodology: The session will use a combination of the following methods to achieve its objectives: Instructor led presentation, Role-play and Experiential activities

Program Duration: Half day

EMAIL ETIQUETTES

With communication being largely via email, it is imperative that each company establishes specific business email writing protocols. The general rules of how to write a business email are well established; so adherence to it can greatly enhance the effectiveness of communication without too much effort. This workshop is designed to make the participants learn the established rules for effective business writing and business email etiquette.

Objectives:

After this training, the participants will be able to:

- Improve the effectiveness of their written communication
- Increase productivity
- Gain Confidence

Program Contents:

- A. Business Email Etiquette
 - General etiquette
 - Sending effective messages
 - Form and tone of the messages
 - Responding to messages
 - Replying to and forwarding messages
 - Organizing different part of an email
 - Greeting
 - Enclosures
 - Closing
 - CC & BCC
 - Subject Line
 - Screen Appearance
 - Spacing
 - Font
 - Replying
 - Flaming

B. Business Writing

- Powerful techniques to write effectively to the targeted audience
- Structuring one's writing
- Writing clearly and succinctly
- Addressing the audience needs

Methodology: Interactive presentation, Written exercises, case lets, assessment with feedback

Program Duration: 1 Day

EFFECTIVE BUSINESS WRITING

Objective

The aim of the Business Writing Workshop is to individuals improve the clarity, look and impact of writing.

Program Contents:

Business writing techniques are presented in logical order, concentrating on two main areas:

- Understanding the Audience
 - Understand the needs of the audience
 - Clarify the purpose for writing
 - Using channels of communication effectively (email, fax, memos etc.)
- Writing Style and Techniques
 - Choice of words, length and content of sentences
 - How to structure ideas - bottom line first
 - Using the 7 C approach for effectively in communication

Methodology: Interactive Presentation, Role Plays, Videos and Group Activities

Program Duration: One Day

CROSS-CULTURAL COMMUNICATION

Objective

Critical element of a successful business outcome may be the appreciation and respect for cultural differences especially while doing business with International partners/ clients. This training program is designed to create sensitivity and appreciation of cultural difference among people and also lets participants how to deal with these differences. The program aims to aid participants in developing their skills to deal with global customers by helping them understand:

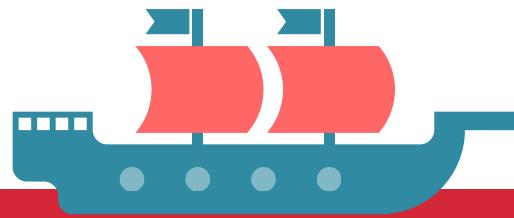
- o The context of the business culture
- o Expectation of the customers
- o Protocols to be followed when working with people from different culture

Program Contents:

- o Understanding Culture
- o Good communicators are Sensitive to differences within and across cultures
- o Why are global etiquette and cultural differences important to us?
- o Common Cultural Differences
- o High Context VS Low Context Cultures
- o Cultural Contrast in Business Introduction
- o Introduction to the culture of two countries relevant to you from business context

Methodology: Interactive Presentation, Role Plays, Videos and Group Activities

Program Duration: One Day



Behavior

Modules

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FIRST TIME LEADERS (For New managers)

The ‘First Time Leaders’ workshop is an interesting, fun, practical and interactive workshop designed to equip the new managers/leaders to learn the ropes of leadership. It helps participants to discover the mental roadblocks or programming that prevents them to become great leaders. The workshop helps participants appreciate the importance of developing leadership qualities & develop an Action oriented leadership approach.

Objectives:

- o To help participants understand the difference between Management & Leadership
- o To effectively carry out both Management & Leadership functions of a team
- o To learn the leadership concepts of effective communication, mentoring & coaching, motivation and feedback.

Program Contents:

PART 1: THE LEADER.

- o Contribution continuum: How the individual contribution grows as one escalates the ranks
- o Leadership tent: 16 competencies and the fatal flaws based on the Zenger and Folkman model
- o LEAD Questionnaire

PART 2: DEVELOPING LEADERSHIP COMPETENCIES.

- o Teams and Teamwork
- o Leadership Communication
- o Setting BHAG's
- o Mentoring & Coaching
- o Motivation and morale
- o Delegation
- o Decision Making
- o Conflict Management
- o Managing Change
- o Performance measurement and management

PART 3: THE ACTION PLAN: At the end of the course the participants draw up specific Personal Action Plans on which they commit themselves to an individually selected series of key action points for improving their leadership and managerial effectiveness back at work.

Methodology: The program uses the ELT method (experiential learning) and Instructor Lead training (ILT). It has a lot of games, role-plays & exercises.

Program Duration: Three days

LEADERSHIP QUEST

The first step to organizational change is leaders better understanding their own leadership styles, others' leadership styles, and key leadership skills. This program intends to unravel the individuals' leadership style as well as providing a deeper understanding of the key leadership skills. The program empowers the participants to understand and train them in effective decision-making processes, power and influence, altering behaviors, recasting mindsets and managing relationships for greater impact.

Objectives:

- o To help participants understand the difference between Management & Leadership
- o To effectively carry out both Management & Leadership functions of a team
- o Participants will learn the leadership concepts of effective communication, mentoring & coaching, motivation and feedback.

Program Contents:

- o 16 Competency framework
- o Leadership styles o Motivation
- o Giving Feedback o Planning
- o Handling meetings
- o Organizing and Delegating
- o Action plan

Methodology: The program uses the ELT method (experiential learning) and Instructor Lead training (ILT) it has a lot of games, Role-plays & exercises.

Program Duration: One day

TEAM BUILDING (Experiential)

Teams often work with a "ready-fire-aim" mentality, focusing on results and ignoring process. People share skills and experience without understanding the values and attitudes driving individual behavior and team norms. With this dynamic, "teams" are merely groups of people working as isolated individuals. As a result, teams exhibit win/lose competition, destructive politics, unclear goals, poor communication, and unsound practices. The program focuses on unlocking the human potential by removing these barriers and strengthening relationships. The program aims:

1. To Create Team Cohesiveness, Mutual Respect and Openness and communication.
2. An attitude shift to realize that mutual support is the best way to achieve group goals.
3. Developing synergistic relationships where Teams /Organization goals precedes the Individual Goals

Program Contents: I

ts an activity based program and will choose 6-7 activities of the following:

1. Paradigm Shift Opener Outcomes: a. Ice breaker b. Open minds to new ideas c. Relating same with goals and targets
2. Activity Two Outcomes: a. Natural leadership emerges b. Respecting the opinion of other team members c. Taking the team members along d. Working within constraints e. Problem solving f. Decision making
3. Activity three Outcomes: a. Law of synergy coming true b. Power of trust in team members
4. Activity Four Outcomes: a. Importance of every role within organization b. Contribution of every team member to complete the picture c. Every role requires a right fit d. Individual competencies
5. Activity Five Outcomes: a. Team work b. Delegation c. Every individual's contribution in the team
6. Activity six Outcomes: a. Team work b. Time management c. Collaboration Vs competition d. Negotiation skills
7. Activity seven Outcomes: a. Trust b. Relationship building c. Communication
8. Activity eight Outcomes: a. Team work b. Sensitivity c. Communication d. Co-operation e. Mutual Understanding f. Goal setting

Methodology: The program uses the ELT method (experiential learning) and it has a lot of games & exercises.

Program Duration: Two days

MENTORING AND COACHING SKILLS

Program Objective:

- Explain the process of coaching
- Plan for a coaching session
- Explain blocks to coaching
- Motivate team members while coaching
- Work with different tools of coaching
- Be an effective mentor and apply the knowledge to improve performance of team members

Program Contents:

1. Basics of Coaching • What Is Coaching • Effective Communication - Asking versus Telling, Listening • Giving and Eliciting Feedback • Characteristics of a Good Coach • Coaching Readiness Self Assessment
2. Structuring the Coaching/mentoring Session • Understanding the Characteristics of Adult Learners • GROW Model • Understanding Client Learning Preferences • Use of Questions • Preparing a Coaching Checklist • Steps to Successful Coaching
3. Overcoming Reluctance and Motivating • Building Trust • Working with Mind-sets/ Use Emotionally Intelligent Techniques • Dealing with Reluctance • Understanding the Ego, Fear and Resistance to Change • What is in it for the Clients? • Recognising Individual Differences
4. Mentoring • Coaching versus Mentoring • Different Types of Mentoring Assistance • Helping to prioritise with Q2 techniques
5. Coaching Tools • Coaching Plan • Executive Crises Questionnaire • Role Playing

Methodology: The Workshop will be highly participative and will be facilitated through kinesthetic techniques such as case studies, assessment instruments, exercises, and role-plays.

Program Duration: One day

MANAGEMENT AND SUPERVISORY SKILLS

Program Objective:

This program is designed to acquaint Managers with the necessary skills to lead and transform a team into a high-performing team. Other than the leadership roles the program will also touch on aspects like need of effective communication, team building, motivation, interpersonal skills and handling conflicts.

After attending the program, each participant will be able to:

- o Understand the challenges to be confronted by team leaders in organizations
- o Appreciate roles and tasks of contemporary managers
- o Understand what motivates their team members
- o Evolve effective interpersonal skills within their team
- o Manage and cope with conflicts
- o Understand self-management tools to acquire efficiency and effectiveness

Program Contents:

- o Managing – the need and challenges of today
- o Managers and the tasks
- o Working in a Team – coping with change
- o Goal setting and Prioritizing
- o Communicating to Inspire and Lead
- o Managing and coping with conflicts
- o Managing Behaviors – Feedback and Performance Appraisal

Methodology: Case Studies, Role-plays, Exercises, Group Tasks, Presentations, Case discussions, and Feedback integration

Program Duration: One day

MANAGING YOUR MANAGER

Program Objective:

Your manager often has more impact on your life than your colleagues, your team or even your family. It's a cliché that people join a company - but leave a manager. If you have a good working relationship with your manager you will know how that can help make even a tough job enjoyable. This training program intends to provide the participants a peep into manager's head, the various kinds of managers and essential life skills of managing them

Program Contents:

- o Know your manager
- o Understand what type of manager you have
- o Impressing your manager and building good rapport
- o Understanding the managers point of view
- o Handling the manager from hell
- o Managing your boss: some tips

Methodology: The session will use a combination of the following methods to achieve its objectives: Instructor led training, Role-plays and Experiential activities

Program Duration: One day

CONFLICT MANAGEMENT

Program Objective:

Conflict is inevitable. Both individuals and groups experience conflicts every day. People usually do not think about how they approach conflict. They generally act out their roles based on their behavioral and conflict handling styles. Conflict can be best managed if individuals learn to manage their own behavior and accept that everyone has the power to change their behavior. This one-day workshop on Conflict Management will help the participants to see their own behavioral and conflict handling styles and aims at

- o Understand the various causes of conflict at workplace
- o Identify signs and stages of conflict
- o Understand their mode of conflict resolution
- o Manage conflict at workplace
- o Enhance their mediating skills
- o Value the role of teamwork at workplace

Program Contents:

- o Conceptual framework of Conflict Management
- o Psychometric tests to explore the conflict resolution styles of participants and their interpersonal skills
- o Identification of conflict resolution styles through management games, role plays, and case studies
- o Understanding conflict management through case studies
- o Mediating and negotiating techniques

Methodology: Training will be imparted with through behavioral style assessments, interactive discussions, role-plays, case studies, psychometric tests, and other exercises

Program Duration: One day

HANDLING STRESS

Program Objective:

Professionals at all levels need the ability to project their thoughts and ideas with an assertive communication style and remain productive. Stress clutters thoughts and make professionals disoriented. Through behavioral interventions, self-assessments, role-playing and experiential activities, one gains the practical skills and confidence to behave assertively. And developing coping mechanism, one learns to set boundaries, send the right communication cues with yourself and others and optimize performance.

Program Contents:

- o What is STRESS
- o Types of Stressors
- o Types of Stress
- o Symptoms
- o Cost of Stress
- o Causes of Stress
- o Recognize Stress
- o S.T.R.E.S.S.
- o Stress Handling Techniques

Methodology: Case Studies, Role-plays, Exercises, Group Tasks, Presentations, Case discussion, and Feedback integration

Program Duration: One day

PERSONALITY DEVELOPMENT

Program Objective:

This workshop is designed as such that the personal competence will grow tremendously and the participants will be able to derive long lasting benefits by developing their own “personal action plans. • Participants will be able to track the whole shift in their “persona” and will find very real benefits in their professional relationships -with colleagues and clients.

Program Contents:

Building the External Image:

Dressing for Success -

The appropriate clothes and accessories for the position, industry, and customer contact scenario are analyzed. Participants will receive generic and personal counseling on grooming and dressing for success. If necessary, this will include situations specific to the Indian and overseas context.

Voice and Speech Patterns-

Effective speech patterns are learned and practiced in a group environment.

Participants are exposed to techniques that enhance their voice quality, projection and are shown ways to sound more confident. Their verbal interactions will be taped and critiqued.

Mannerisms & Distracting Habits-

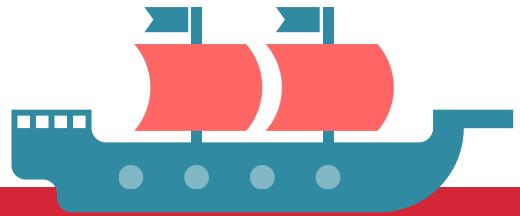
The root cause for mannerisms and distracting habits are discussed and participants are shown ways to minimize these. Their “Personal action plans” will include ways to control these distracting habits.

Business Etiquette-

Modern business etiquette is discussed and participants are exposed to various situations that commonly arise. Aside from learning how to handle the usual social and business situations with aplomb, but are also given general guidelines for awkward situations that may arise. This section deals with greetings, introductions etc., Although participants are involved in role-plays and case studies to develop a sense of etiquette, they will also practice their skills.

Methodology: Case Studies, Role-plays, Exercises, Group Tasks, Presentations, Case discussion, and Feedback integration

Program Duration: One day



Marketing

Modules

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SELLING EXCELLENCE

Program Objective:

The purpose of the Selling Excellence Program is to improve the participants' ability to sell the products and services of the organization, where the product offerings are similar to those of the competition. The underlying assumption of the program is that no matter whatsoever experience a person may have, no matter how so ever good a professional he already is, he can learn to sell the products and services of the organization more professionally.

After attending the program, participants will:

- o Be able to identify individual areas of concerns
- o Be equipped with different selling techniques
- o Learn how to build and foster customer relationship
- o Be able to handle queries and complaints

Program Contents:

- o Principles of selling, fundamental skills
- o Opening and concluding a call, professionally
- o Uncovering in-depth information about needs
- o How to handle objections, questions, mistakes
- o Anticipating issues, being proactive
- o Getting the business, closing a deal
- o Being a Consultant to your customer
- o A professional vocabulary o Body language, basic business etiquette

Methodology: The program relies heavily on Role Plays, Group Work, Exercises - Individually and Groups, Lecturettes and case Studies

Program Duration: One day

Program Objective:

The Service Excellence Training Program intends to inculcate the values of service excellence. Apart from deciphering the areas needed to be addressed, the program intends to bring in the right kind of serving attitude needed for the organization's survival.

Benefits of attending

- o To reiterate the values the Company sees as positive
- o To turn these values into patterns of behavior
- o To raise the level of appropriate behavior to include internal and external "customers"
- o To give opportunities to practice
- o To allow assessment of areas of strengths and improvements
- o To build a code of behavior that all participants follow
- o To institute a buddy system for moral support

Program Contents:

- o Introductory Session- Human element, external and internal "Customers", Responsibilities to the Company, each other and ourselves
- o Basic Customer Service Skills
- o Understanding Customer / Colleagues Needs- Listening to Customers/Colleagues
- o Handling Complaints Professionally
- o Handling Angry Customers/Colleagues

Methodology: Instructor Led Training, Group and Individual Exercises, Role Play

Program Duration: One day

Program Objective:

Eighty percent of companies believe they deliver a superior customer experience; however, only eight percent of their customers agree. This represents a significant difference in perception and since it is the customers' perception that drives their buying behavior, this is pretty scary. The training program aims at bridging this gap by providing the required inputs and skills.

Benefits of attending

- o Take responsibility for customers
- o Project positive image and values
- o Handling irate/ upset customers
- o Understanding the dynamics of creating long lasting relationships

Program Contents:

- o Who is a customer
- o Why Satisfied/Loyal Customer
- o How to gain a Loyal Customer
- o Introduction to CRM
- o CEM (Consumer Experience Management)
- o Managing Service
- o SERVQUAL Model
- o Moment of Truth-Handling Customer

Methodology: Instructor Led Training, Group and Individual Exercises, Role Play and casestudies

Program Duration: One day

Program Objective:

Marketing and branding are the very basis of any marketing strategy for any offering of a company. The business environment has changed dramatically in the recent past. Competition has become global and more intense. Recognizing brands as vital strategic assets, progressive companies are realigning their strategies by focusing on developing strong brands to connect with customers in a variety of cultures and contexts. Therefore, to succeed in a complex and highly competitive market place, practitioners need to know how brands are built and managed. It's time to focus on brands, for sure.

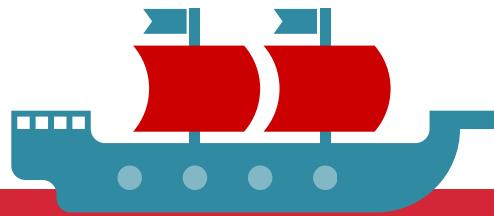
This program aims to create awareness on the brand building among executives who have no conceptual exposure to marketing concepts.

Program Contents:

- o Meaning of Brands and the concept of Branding
- o Why Brands?
- o Role of Advertising in Brand Building
- o Building Brands and Differentiation Strategy
- o Brand Identity: Values, Personality and Symbolism
- o Brand Positioning o Leveraging Brands
- o Understanding Brand Equity and managing equity

Methodology: The faculty will act as facilitator in helping participants through the process of learning branding essentials by using live examples, case studies, and exercises.

Program Duration: One day



Thanks for taking time to go through our training offerings. We will be happy to customize our offerings as per your needs.

PLANET EXCELLENCE

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