

Leadership Training Catalogue

04-11-2020

Version Control & Revision History

	Name	Date
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Version No.	Date	Affected Sections	Highlights
1.0.0	04-06-2020	All	Original Version
2.0.0	04-11-2020	All	New Template & Added Modules

LEADERSHIP TRAINING CATALOGUE



- A comprehensive listing of the training modules offered by the Leadership Training team across areas of language & behavioral skills
- This catalogue consists of 4 categories:

Personal Effectiveness



Managerial Effectiveness



Org Wide Intervention Programs



Work From Home Webinars



PERSONAL EFFECTIVENESS

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Achieving Goals

Duration & Eligibility:



3 Hours



GCM 1-3

Learning Objectives:

By the end of this workshop participants will be able to:

- Set goals
- Take ownership of set goals
- Build strengths to achieve goals

Module Agenda:

Introduction

Dream v/s
Goal

Goal
Meaning

Importance
of Goal

SMART
Goals

Short & Long-
term Goals

Principles for
Goal Setting

SWOT

Goals on
Track

Story of
Determination



Active Listening & Reading Comprehension

Duration & Eligibility:



1.5 Hours



GCM 1-3

Learning Objectives:

By the end of this workshop participants will be able to:

- Gain tools to listen actively during corporate conversations
- Learn effective techniques to read and comprehend

Module Agenda:

Objectives

Listening Skills

Loud Reading

Reading & Comprehension



Art of Corporate Communication

Duration & Eligibility:



3 Hours



GCM 1-3

Learning Objectives:

By the end of this workshop participants will be able to:

- Understand the meaning of communication and the business communication process
- Enhance verbal and non-verbal communication
- Avoid Miscommunication

Module Agenda:

Purpose	Meaning of Communication	Communication Process	Communication Types
Communicating in Situations	Listening	Types of Communicators	Tips



Beat The Clock

Duration & Eligibility:

 2.5 Hours  GCM 1-3

Learning Objectives:

By the end of this workshop participants will be able to:

- Understand how to utilize time effectively
- Learn to organize one's tasks (be organized)
- Focus and appropriately prioritize tasks

Module Agenda:

Plan Your Day	Organize Work	Urgent v/s Important	Plan & Prioritize
Avoid Procrastination	Learn to say No		



Being Assertive

Duration & Eligibility:



2 Hours



GCM 2-3

Learning Objectives:

By the end of this workshop participants will be able to:

- Interact with others assertively
- Communicate with people at work confidently and politely
- Share opinions and suggestions in team discussions in an assertive manner

Module Agenda:

Meaning of
Assertiveness

Why learn
Assertiveness

Reaction Styles

Self Esteem

Communicating
Assertively

Quick Check



Corporate Conversations

Duration & Eligibility:



2 Hours



GCM 1-3

Learning Objectives:

By the end of this workshop participants will be able to:

- Gain tools to converse during telephonic conversations and meetings
- Gain effective articulation techniques to speak clearly

Module Agenda:

How to Converse Better	Elements of Voice	Syllables	Pronunciation
Words Substitution	Phonetics	Imitation Exercises	Tips



Corporate Emails

Duration & Eligibility:



2 Hours



GCM 1-3

Learning Objectives:

By the end of this workshop participants will be able to:

- Interact with others effectively through emails
- Eliminate follow ups by acknowledging emails & sending timely responses
- Reduce long email trails
- Learn email etiquette and enhance written communication

Module Agenda:

Why Learn
Email Writing

Pre-
Assessment

Outlook

Email
Structure

Common
Errors

Email Types

Do's & Don'ts

Post
Assessment



Cross Culture US

Duration & Eligibility:



3 Hours



GCM 3-4

Learning Objectives:

By the end of this workshop participants will be able to:

- Gain tools to interact with clients from the US culture effectively
- Acquire in-depth knowledge about the US Culture
- Learn effective techniques to communicate with US Clients

Module Agenda:

Purpose

Meaning of Culture

High & Low Context Culture

US Map & Flag

Introductions

Work Culture

Communication

Dining Culture

Dressing Culture

Common Jargons

Tips



Culture Connect

Duration & Eligibility:



2 Hours



GCM 2-3

Learning Objectives:

By the end of this workshop participants will be able to:

- Learn the different aspects and dimensions related to culture to interact with clients effectively
- Learn how to communicate and behave while connecting with clients from different cultures

Module Agenda:

Culture	Elements of Culture	Cultural Awareness	High & Low Context Culture
Iceberg Model	Culture Shock	Do's & Don'ts	Summary



Effective Email Writing

Duration & Eligibility:



8 Hours



GCM 1-3

Learning Objectives:

By the end of this workshop participants will be able to:

Draft better e-mails by -

- Choosing the right words
- Improving clarity of sentences
- Responding appropriately

Module Agenda:

Focus Areas &
Email Styles

Email
Overview

Acknowledging
Emails

Words
Implication

Clarity in
Sentences

Questions in
Emails

Punctuation

Saying No



Emotional Intelligence for Beginners

Duration & Eligibility:



2 Hours



GCM 1-3

Learning Objectives:

By the end of this workshop participants will be able to:

- Learn about emotional intelligence and its various aspects
- Learn how to improve emotional intelligence at work in order to perform better

Module Agenda:

Emotions
Definition

React /
Respond

EI Definition

EI Model

Self
Awareness

Self
Management

Social
Awareness

Relationship
Management

Tips



Evolve

Duration & Eligibility:

 4 Hours  GCM 1-4 (New Joiners Only)

Learning Objectives:

- By the end of this workshop participants will be able to:
- Understand the difference between campus to corporate
 - Display workplace etiquette
 - Understand how to communicate effectively
 - Display assertiveness and cross-cultural behavior
 - Function as a team player

Module Agenda:

Campus v/s Corporate	Workplace Etiquette	Communication Skills	Cross Culture Diversity
Creative Thinking	Problem Solving	Working with Teams	



Manners Matter

Duration & Eligibility:



2.5 Hours



GCM 1-3

Learning Objectives:

By the end of this workshop participants will be able to:

- Understand the importance of first impression
- Understand etiquette required in a corporate work environment

Module Agenda:

Dressing &
Grooming

Introductions

Handshakes

Floor Etiquette

Cafeteria
Etiquette

Washroom
Etiquette

Elevator
Etiquette

Summary



Preventing Escalations & Problem Solving

Duration & Eligibility:



1.5 Hours



GCM 1-3

Learning Objectives:

By the end of this workshop participants will be able to:

- Understand how to prevent escalations
- Understand problems & apply the right solution

Module Agenda:

Request, Complaint & Escalation

Reasons for Escalations

Prevention of Escalations

Update Email Format

Meaning of problem

Problem Solving Stages

Summary



Telephone & Conference Call Etiquette

Duration & Eligibility:

 2.5 Hours  GCM 1-6

Learning Objectives:

By the end of this workshop participants will be able to:

- Learn the basics of telephone etiquette
- Learn Do's & Don'ts of telephone etiquette
- Gain knowledge on conference call etiquette
- Identify Do's & Don'ts of a conference call

Module Agenda:

Why Telephone Etiquette	Stages	Do's & Don'ts	Types of Calls
Hold & Transfer	Conference Call Stages	Do's & Don'ts	Verbiages



Transformational Dialogues for Team Members

Duration & Eligibility:



1 Hour



GCM 1-3

Learning Objectives:

By the end of this workshop participants will be able to:

- Understand the importance of seeking feedback

Module Agenda:

Understand the importance of seeking feedback



Work Life Balance

Duration & Eligibility:



1.5 Hours



GCM 1-6

Learning Objectives:

By the end of this workshop participants will be able to:

- Understand the meaning of work-life balance
- Understand the importance of achievement and enjoyment
- Think about the reasons behind imbalance
- Understand the reasons behind imbalance
- Balance work and life

Module Agenda:

Introduction	Meaning	Myths	Achievement & Enjoyment
Reasons for Imbalance	Impact of Imbalance	Balancing Work and Life	Useful Mantras



MANAGERIAL EFFECTIVENESS

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Coaching

Duration & Eligibility:



2 Hours



GCM 4-6

Learning Objectives:

By the end of this workshop participants will be able to:

- Understand the process of coaching

Module Agenda:

Basics

Meaning of Coaching

Key Skills & Competencies

Powerful Questions

Coaching Model

Self Assessment

GROW Model

Organizational Barriers



Communication Excellence Paradigm

Duration & Eligibility:



6 Hours



GCM 4-6

Learning Objectives:

By the end of this workshop participants will be able to:

- Understand the impact of communication and behavior on performance
- Instill the courage to be assertive in the most appropriate and effective way!

Module Agenda:

What is Assertiveness?

Styles of Communication

High & Low Content Communication

DES Model

Dealing with Pushback

Dealing with Conflict



Emotional Intelligence Advanced

Duration & Eligibility:



2.5 Hours



GCM 4-6

Learning Objectives:

By the end of this workshop participants will be able to:

- Learn about emotional intelligence and its various aspects
- Learn how to improve EI at work in order to perform better

Module Agenda:

Emotions
Definition

React /
Respond

EI Definition

EI Model

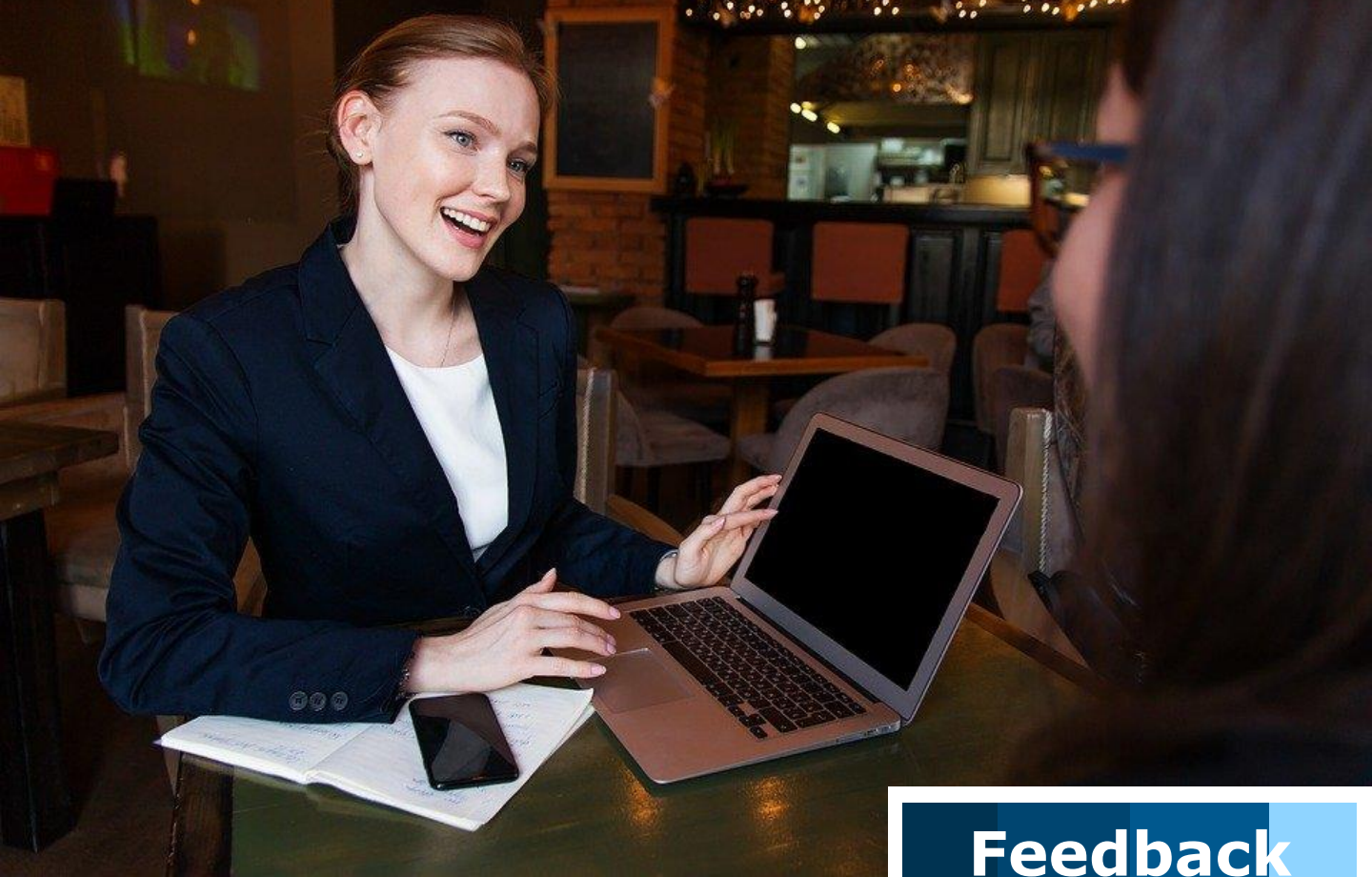
Self
Awareness

Self
Management

Social
Awareness

Relationship
Management

Tips



Feedback

Duration & Eligibility:



2 Hours



GCM 4-6

Learning Objectives:

By the end of this workshop participants will be able to:

- Upskill themselves to understand the process of feedback

Module Agenda:

What is Feedback?

Constructive v/s
Destructive Criticism

Barriers in the
Feedback Process

Principles of
Feedback

Feedback Techniques



Managing Escalations

Duration & Eligibility:



3 Hours



GCM 4–5

Learning Objectives:

By the end of this workshop participants will be able to:

- Identify situations leading to escalations
- Understand how to manage escalations

Module Agenda:

Introduction

First Steps

Be Accountable

Coaching the Defaulter

Make Changes & Educate All

Review Progress



Managing the New Generation

Duration & Eligibility:



2 Hours



GCM 4-6

Learning Objectives:

By the end of this workshop participants will be able to:

- Recognize the attributes of a new generation employee
- Identify needs of a new generation employee
- Identify ways for managing new generation employees

Module Agenda:

Introduction to the New Generation

Attributes of a New Generation Employee

What can Managers do for Millennials

Situations & Responses



Paraphrasing

Duration & Eligibility:



2.5 Hours



GCM 4–6

Learning Objectives:

By the end of this workshop participants will be able to:

- Understand what paraphrasing is and why it is done
- Understand how to paraphrase effectively

Module Agenda:

Introduction

Listen Actively

Understand Needs

Clarifying

Summarizing

Tips & Assessment



People Manager Program

Duration & Eligibility:



2 Hours



GCM 4–6

Learning Objectives:

By the end of this workshop participants will be able to:

- Understand the role of a people manager
- Learn how to get results

Module Agenda:

Introduction

Set Expectations

Recognize Success

Reprimand
Failure

Network for
Success



Power Huddle

Duration & Eligibility:



3 Hours



GCM 4-6

Learning Objectives:

By the end of this workshop participants will be able to:

- Understand the meaning and importance of a team huddle
- Understand the important elements of a team huddle
- Learn the difference between a huddle and a meeting
- Learn the benefits and challenges faced during huddles

Module Agenda:

Meaning of Team Huddle

Huddle v/s Meeting

Essentials of a Huddle

Huddling Virtually

Tips to Conduct a Huddle

Hurdles while Conducting a Huddle

Benefits of a Huddle



Resolving Conflicts

Duration & Eligibility:



2 Hours



GCM 4-6

Learning Objectives:

By the end of this workshop participants will be able to:

- Understand what could lead to a potential conflict
- Understand steps to resolve the conflict

Module Agenda:

Conflict & Reaction

Express Unfulfilled Needs

Seek Response

Thomas Kilmann Instrument

Seek Mediation



The Global Citizen

Duration & Eligibility:



4 Hours



GCM 4–6

Learning Objectives:

By the end of this workshop participants will be able to:

- Improve adaptability to the global culture
- Understand the visible and invisible facets of the culture and how these affect one's communication skills across geographical borders
- Understand various stages of inter-cultural learning and global cultural behaviors
- Learn tips on holding business meetings, negotiation, etiquette, etc. and other aspects of globally accepted social behavior

Module Agenda:

Culture & Business

Importance of culture in communication
(Verbal & Non-verbal)

Key International Etiquette



ORGANISATION WIDE INTERVENTION PROGRAMS

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SR NO	INTERVENTION NAME	SLIDE NO.
1	Ascend	39
2	SCOAR For Associates	40
3	SCOAR for Team Leads	41
4	STEP X.0 Performance Management Training Program	42-43
5	LEAD – I	44



Duration & Eligibility:



8 Hours



GCM 5-6

Learning Objectives:

By the end of this intervention participants may be able to:

- Understand the concept mentioned in the assigned MOOCs course
- Be able to present the content in front of a designated panel
- Use the gained knowledge in improving their performance as a leader

Methodology

- Assigning a list of MOOCs courses
- Each participant to choose courses of total duration of 2 hours
- Completion of the MOOCs course
- Preparation of a 5-slider presentation on either of the topics
- Presentation in front of a panel

Intervention Design:





SCOAR For Associates

Duration & Eligibility:



2 Hours



GCM 1-3

Learning Objectives:

By the end of this intervention participants may be able to :

- Understand the process of performance management and the employee score card

Engagement Activities:

Post each batch, WhatsApp groups are created with the participants to share relevant videos & quizzes.

Module Agenda:

Introduction

Self Reflection

Accountability

Setting
Tangible Goals

Developing Focus

Reviewing Progress



SCOAR For Team Leads

Duration & Eligibility:



2 Hours



GCM 4

Learning Objectives:

By the end of this intervention participants may be able to :

- Understand the process of performance management and the employee score card

Engagement Activities:

Post each batch, WhatsApp groups are created with the participants to share relevant videos & quizzes.

Module Agenda:

Introduction

Self Reflection

Accountability

Setting
Tangible Goals

Developing Focus

Reviewing Progress



STEP X.0

Performance Management Training Program

Duration & Eligibility:



1.5 Hours



GCM 2-3

Learning Objectives:

By the end of this intervention participants may be able to :

- Understand the importance of a performance appraisal
- Be empowered to articulate their self-appraisal review
- Learn what to expect from a continuous dialogue meeting

Module Agenda:

Concept of Appraisals	Self Evaluation	Articulation
Usage of Relevant Examples	Tips for Writing a Review	Continuous Dialogue Meetings



STEP X.0

Performance Management Training Program

Duration & Eligibility:

 1.5 Hours  GCM 4-6

Learning Objectives:

- By the end of this intervention participants may be able to :
- Understand the importance of performance appraisal as team manager
 - Learn the concept of self-evaluation
 - Learn to share feedback appropriately
 - Understand the Continuous Dialogue framework and art of feedforward
 - Equip themselves to manage difficult conversations

Module Agenda:

Importance of Appraisals	Self Evaluation	Feedback
Continuous Dialogue Framework	Managing Difficult Conversations	



LEAD I

Duration & Eligibility:



4 Hours



GCM 2-3 (High Pots)

Learning Objectives:

By the end of this intervention participants may be able to:

- Learn to take ownership, become accountable, generate ideas and execute them
- Understand and implement responsiveness at work
- Hone executive presence and presentation skills
- Learn aspects of consulting

Module Agenda:

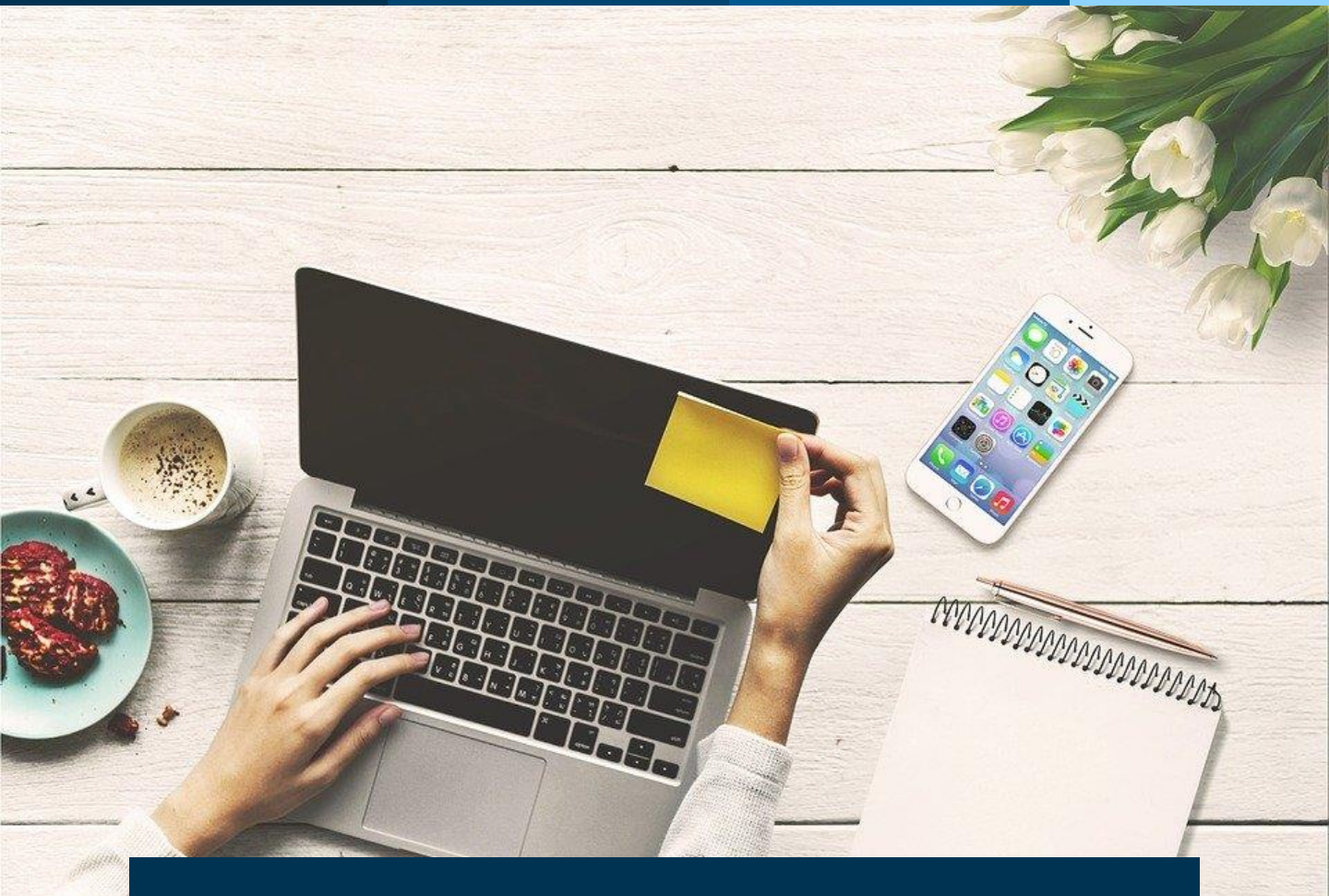
Accountability

Responsiveness

Presentation Skills

Executive Presence

Consulting Mindset



WORK FROM HOME WEBINARS

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3	Work From Home Tips for Associates	49
4	Work From Home Tips – Managing Virtual Teams	50



Goal Setting & Time Management

Duration & Eligibility:



1 Hour



GCM 1-6

Learning Objectives:

By the end of this workshop participants will be able to:

- Set goals- BHAGs & SMART goals
- Understand the time management matrix
- Understand the way forward

Module Agenda:

B-Hag

SMART Goals

Practical Goals

Time Management Matrix

Way Forward



Stress Management

Duration & Eligibility:



1 Hour



GCM 1-6

Learning Objectives:

By the end of this workshop participants will be able to:

- Understand stress
- Understand 3 responses to stress
- Learn techniques for managing stress effectively

Module Agenda:

What is Stress?

Types of Stress

Stress Reactions

Stress Responses

Alternative Responses

Benefits of Stress Management



Work From Home Tips for Associates

Duration & Eligibility:



1 Hour



GCM 1-3

Learning Objectives:

By the end of this workshop participants will be able to:

- Understand the actual change
- Understand key responsibilities
- Learn tips for adapting and responding to the change

Module Agenda:

Actual Change

Our
Responsibilities

Dedicated Workspace

To-Do Lists

Stay Connected

Balancing
Work & Life

Must Do's



Work From Home Managing Virtual Teams

Duration & Eligibility:



1 Hour



GCM 4-6

Learning Objectives:

By the end of this workshop participants will be able to:

- Understand the actual change
- Understand key responsibilities
- Learn tips for adapting and responding to the change

Module Agenda:

Actual Change	Our Responsibilities	Dedicated Workspace	Make yourself Available	Regular Meetings
Implement Protocols	Build Trust	Balance Work & Life	Must & Additional Do's	



Contact us

**In case of any queries,
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Thank You