

<b>Unit 1 Effective Time Management</b>
<b>Time Duration: 6 hrs</b>

### Course Objectives

- Prioritize, Plan and arrange daily activities in a productive way
- Learn techniques to overcome procrastination
- Efficiently Delegate tasks
- Identify the 'time stealers' and handle them appropriately
- Learn the scheduling, planning and prioritizing skills
- Learn how to develop SMART goals
- Learn tips and ways to become better organized
- Recognize the difference between urgent items and important items

### Module 1

- Foundational Principles of Time Management
- A systematic approach to Priority Management
- Time and the appropriate Use of Time
- Stumbling blocks to time-management
- Profiling your time
- Steps of Time Management
- Keys for managing time effectively: - Pickle Jar Theory

### Module 2

- Assessing your present time utilization realities
- Identifying your biggest 'time stealer'
- Dealing with typical Time Wasters
- Strategizing plans to resolve time wasters
- Disciplines of Assertiveness towards time wasters
- Managing and distributing your energy
- Taking time to think and plan

### Module 3

- Setting up priorities
- Task Prioritisation
- Techniques of Task Prioritisation
- Prioritizing workload and focusing the key tasks
- Guides for planning and prioritizing
- Prototypes of planning and prioritizing
- Urgent tasks vs. Important tasks

- Creating a personal system for prioritization

#### Module 4

- Planning and defining your workload
- Planning Tools to Evaluate and Examine Plans
- Fostering daily and weekly plans
- Implementing planning in your life
- Use of technology in planning
- Paper planners vs. electronic planners
- Planning time for yourself and others
- Balancing out your work and individual life

#### Module 5

- Wheel of Life Technique
- Setting SMART goals
- Pareto's 80/20 Principle
- Concept of grouping similar tasks or items
- Power of Focus and Concentration
- Aligning your intention with purpose
- Urgent /Important
- Time Matrix by Steven Curvy

#### Module 6

- Managing and making use of Technology
- Designing a personalized and digitalized system for tasks
- Managing tasks, appointments, notes, and documents through technology
- Scheduling: Using calendars, schedulers, and notifications
- Using To-Do-Lists

<b>Unit 2 Assertive Communication skills</b>
<b>Duration: 5 hrs</b>

### **Course Objectives:**

- The ability to reach a higher level of competence in assertive communication
- Real-time feedback on their spoken communication aligned with assertiveness in 21st-century communication
- The ability to recognise language and vocal aspects that do not align with assertive communication
- Capability to correct these errors and self-improvise
- Understanding of the requisites of an assertive (positive and collaborative) communicator
- Ability to express ideas assertively on any subject
- The skill to initiate conversations, offer feedback, respond to criticism and compliment people assertively
- Understanding of the potential of assertive listening, questioning and acknowledging the other

### **Module 1 – Communication in the 21<sup>st</sup> Century**

- Communication in the 21<sup>st</sup> Century
- Role of an Effective Communicator
- Good vs Bad Communication
- Impact of a Biased Communication
- Assess your Communication Style

### **Module 2 – Behaviours & Communication Styles**

- Role of Behaviours in Communication
- Passive Communication
- Aggressive Communication
- Assertiveness in Communication
- Choose your Communication Style
- Practice (Role-plays) & Feedback

### **Module 3 – Why Assertive Communication?**

- What is Assertiveness?
- Merits of Assertive Communication

- Risks of Assertive Communication
- Saying NO Assertively
- Practice and Feedback

#### **Module 4 – Becoming an Assertive Communicator**

- Achieving a Balance
- Win-Win
- Word Choice
- Positive Language
- Applying Assertiveness in Tone
- Practice Activities & Feedback

#### **Module 5 – Assertive Body Language**

- Introduction to Visual Communication
- First Impressions
- Body Language in a Virtual Set-up
- Posture and Poise
- Self-Assessment

#### **Module 6 – Assertive Listening**

- Introduction to Listening
- What is Empathetic Listening?
- Tips to Become an Assertive Listener
- Barriers to Effective Listening
- Interruptions and Pauses
- Practice Exercises & Feedback

<b>Unit 3 Goal Setting</b>
<b>Duration: 4hrs</b>

## **Course Objectives**

- Identify and set high-level goals for yourself and create a plan to achieve them
- Be able to stick to a structured method of goal setting such as SMART
- Identify procrastination or other time-wasting exercises and be able to implement strategies to overcome these
- Analyse available resources and make decisions based on time effectiveness and risk
- Understand how your short-term goals fit into much larger, long term strategic goals and how to work towards both at the same time

## **Module 1 – Introduction to Goal Setting**

- What is goal setting?
- Why is goal setting important?
- How to identify problems in your current goal strategy?
- Impact and consequences of poor goal setting
- Headline introduction to goal setting processes

## **Module 2 – SMART goals**

- What is defined as a SMART goal?
- Why goals should be Specific, Measurable, Achievable, Realistic and Timebound
- How to set SMART goals for yourself?
- How to set SMART goals for your team?
- How to adjust an existing goal to make it SMART?
- Using SMART goals in alignment with your overall strategic plan

## **Module 3 – Procrastination and Visualisation**

- Understanding what causes procrastination
- Tools and techniques to overcome mechanical procrastination
- Using NLP techniques to help your team visualise their goals
- How to encourage your team through times of poor performance

## Module 4 – Delegation and Managing Risk

- Become a more effective leader by delegating successfully
- Identify and mitigate risks associated with delegation
- Understanding effective contingency planning and how to implement
- Using goal setting to maintain control while delegating

<b>Unit 4 Management Skills: Emotional Intelligence</b>
<b>Duration: 7hrs</b>

### **Course Objectives**

- Understand their emotions and know how to control it in any situation
- Understand how to use a self-development plan as a strategic training tool
- Learn how to improve the ways in which you manage yourself and your team
- Understand the significance of intrapersonal and interpersonal skills in good leadership
- Use the techniques and concepts in the workplace
- Create a long-lasting impact
- Interpret and evaluate what motivates others to achieve a higher level of performance
- Take the right decision without being emotionally biased
- Identify conversational techniques to build rapport and empathy

### **MODULE 1: Introduction to Emotional Intelligence**

- What is Emotional Intelligence?
- Effects of Emotions in our life
- Why is Emotional Intelligence needed?
- Benefits of Emotional Intelligence at a workplace

### **MODULE 2: Five Pillars of Emotional Intelligence**

- Self-Awareness
- Self-Regulation
- Motivation
- Empathy
- Social Skills
- Swot analysis

### **MODULE 3: Verbal and Non-Verbal Communication**

- Listen to Understand
- Listening to unstated needs
- Asking discovery questions
- Body Language
- How to Say a NO?

#### **MODULE 4: Workplace Management and Responsibility**

- How do you manage your emotions in the workplace?
- Understanding team members
- Role of Emotional Intelligence at work
- Managing your instant reaction
- Be a host

#### **MODULE 5: Time to Implement**

- Tips on being an emotionally intelligent Leader
- Case Studies



<b>Unit 5 Team Facilitation: The Core Skill of Great Team Leaders</b>
<b>Duration: 8 hrs</b>

## Course Objectives

- Real-time feedback on prime topics that affect the way Managers are viewed
- The core understanding of problem-solving, team building and the decision-making process
- Capability to evaluate performance and supply constructive feedback using proven models
- Identify and understand the different types of negotiation techniques
- Skill to manage conflicts, and engage all employees equally
- Learn and apply appropriate problem solving and decision- making methods
- Learn techniques for making the most effective presentations
- Learn to use the latest technology by recognizing changing trends in presentations

### Module 1: Coaching the Coach

- Coach vs Mentor
- Types of Feedback
- Constructive vs Critical Feedback
- Managing Facilitative Development
- Building Trust-Based Relationships
- Coaching: A Case Study

### Module 2: A People's Leader

- Human Resources: Role and Importance
- The Importance of Delegation
- Behaviours: Understanding Self and Team
- Listening, Facilitation & Mentorship
- Best Communication Techniques
- Assessment & Group Discussion

### Module 3: Creative Problem solving and Decision Making – The Process

- Kepner Tregoe Rational Process
- Situation Appraisal
- Problem Analysis
- Decision Analysis
- Potential Problem / Opportunity Analysis

### Module 4: Techniques for Problem Solving

- The Five Why Technique
- Fish Bone Diagram Method
- Brainstorming
- The Root Cause Analysis
- Pareto Technique

### Module 5: Understanding Negotiating Strategies

- What is the negotiation and why it is important?
- When it is acceptable to negotiate
- Potential benefits of successful negotiation skills
- Outline of the most common negotiating strategies
- Identifying distributive and integrative tactics
- Analysing when and how these tactics are used
- Difference between soft and hard negotiating skills
- Understanding principled negotiation tactics

### Module 6: The Negotiation Stage

- Learning the four key stages of any negotiation – Prepare, Debate, Bargain, Close
- Planning your negotiation effectively
- Preparing yourself for a productive debate
- Bargaining skills to achieve your desired outcome
- Maximising the negotiation experience
- Identifying and adjusting the power balance
- The seven elements of a great negotiation

## **Module 7: Presentation Skill**

- Role of presentation skills in developing executive presence
- Determine your audience
- Analysing the audience's perspective
- Focus on the core message
- Working with message delivery
- Deciding upon the best means of communication
- Establishing a connection with an audience
- Motivating them to take action

## **Module 8: Opening a Presentation**

- Introducing yourself
- A strong and weak introduction
- Use of icebreaker
- Shocking the idea
- Telling a joke or referencing
- Starting with questions
- Starting with a video

## **Module 9: Visual Aids in Presentation**

- Purpose of visual aids
- Statistical visuals and illustrative visuals
- Basics of PowerPoint
- Video clips
- Charts and graphs
- Handouts
- Props
- Overhead projector slides

## **Module 10: Elements of Powerful Presentation**

- Ethos, pathos, and logos
- Engagement techniques
- 4Ps approach to persuasion
- Maintaining Simplicity
- Data visualization
- Audience immersion

# Value Added Course