

Day 1 & 2: Winning Attitude and Communication Skills

- ⇒ **Objectives/Deliverables:** -The 1st Part of the Programme will facilitate to enhance:
- The ‘pro-active, hardy character and the communication effectiveness’ capabilities of the said Participants
 - They will “learn to unlearn to learn again”
 - They will know that technical expertise is not everything but in Man-management Emotional Intelligence counts better.
 - Assertive skill’s learning will further their understanding Inter-personal relationships through Communication Skills Capacity Buildings and thus be able to build ‘win-win’ solutions

 - It will enable the increase of their Quality of Communication in dealing with “internal - external customers” and for ‘process improvement – How to talk with ‘man & machine’ at the same time?
 - Effective Verbal Communication
 - Body Language
 - Overriding Communication Barriers
 - Brief Presentation Skills
 - Overall Building the Self-confidence

Serial Numbers	Chapter	Contents	Detailed Contents	Duration
<p>Day 1</p> <p>1.1</p>	<p>Winning Attitude</p>	<ul style="list-style-type: none"> ♦ Why are we here? ♦ Self and the Indian Ethos ♦ Ethics and Values ♦ Motivational Aspects ♦ Winning Syndrome ♦ Having a Learning Aptitude 	<ul style="list-style-type: none"> - Explaining the nuances of the entire GADP and the Mission - Employability Scenario & GADP's Value - Attitude and the Individual at Work - Ego, Personality, Fear, Attitude, Knowledge, and Skills - Building a Positive Mind-set - The Factors influencing our Motivation – An Exercise also done by the Participants - How to have a positive mind set? - What are the Attributes required for Personal Effectiveness and to "Win"? – An Exercise done by the Participants - A brief discussion on "7 Habits of Highly Effective People" - Stephen R. Covey - The Practices to have an Olympian mind-set - A discussion on Samurai Warrior Skills 	<p>2 Hours</p>

1.2	<p style="text-align: center;">Emotional Intelligence and Assertiveness Skills</p> <p style="text-align: center;">Interpersonal Relationship Skills</p>	<ul style="list-style-type: none"> ♦ What is Emotional Intelligence? ♦ Self - Management & Emotional Intelligence. ♦ Acquiring Assertive Skills ♦ What is Inter – Personal relationship? <p style="text-align: center;">Lunch</p> 	<ul style="list-style-type: none"> - How to Influence People by Balancing Emotional Intelligence - Assertiveness Practices - How to Build Inter-personal Relationships - What constitutes Inter-Personal Problems 	1 ½ Hours
2.1	Communication Skills	<ul style="list-style-type: none"> ♦ Principles and Practices of Communication ♦ Empathetic Communication 	<ul style="list-style-type: none"> - 4 Elements of Effective Communication - Attitude and Communication - The Head and Heart both needs to be involved - Managing Relationship through Effective Communication 	2 ½ Hours
2.2		<ul style="list-style-type: none"> ♦ The Art of Questioning... 	<ul style="list-style-type: none"> - In order to Increase Quality and Productivity – How to Ask Questions on the ‘system’? 	15 Minutes
2.3		<ul style="list-style-type: none"> ♦ Active Listening Skills 	<ul style="list-style-type: none"> - How to put Active Listening into Practice? - Barriers to Listening & How to overcome 	30 Minutes

			<p>them?</p> <ul style="list-style-type: none"> - Active Listening Steps - Listen to your Machine and Process also 	
	Movies and Management Games Discussed and Played		End of Day 1	
Day 2 Begins 2.4		<ul style="list-style-type: none"> ◆ Barriers to Communication 	<ul style="list-style-type: none"> - Identification to Barriers to Communication (Common Communication Break-downs and Misunderstandings) - - How to overcome them? 	15 Minutes
3.1	Presentation Skills Across	<ul style="list-style-type: none"> ◆ Participants Presents on various Topics and Scenarios through Audio Video 		5 Hours 15 Minutes
4.1	Group Discussions & Interview Skills	<ul style="list-style-type: none"> ◆ In Teams they Practice and also Individuals 		1 Hour 15 Minutes

Day 3 - Time Management and Multi-Tasking & Skilling

⇒ **Objectives/Deliverables:** -This Area of Workshop will facilitate to enhance:

- How to implement 'growth & speed' through Time Management - Use Time to gain advantage in a hypercompetitive business context – Have clear Goals and Vision
- They will learn the practices, tools and methods of Time-management in order to develop the capabilities to achieve the targets in their processes and job-roles
- They will acquire the knowledge of Multi-Tasking and Skilling Capabilities and how they complement each other and be used in the work-place to achieve Business Excellence?
- Planning through Multi-Tasking and the evolution of Multi-skilling
- The Trainees will learn that Communication plays a big-role in enhancing the process of Multi-tasking and belongs to one of the Multi-skilling segment
- Success of an Entrepreneur by utilizing Time and Skills.

Serial Numbers	Chapter	Contents	Detailed Contents	Duration
5.1	<p style="text-align: center;">Time Management – Defined</p>	<ul style="list-style-type: none"> ◆ Time and Bhagavad Gita ◆ What are Goals, Targets, Priorities and Tasks? ◆ Important was Urgent ◆ Fire-fighting, Crisis and Priorities 	<ul style="list-style-type: none"> - The VUCA World - Setting S.M.A.R.T. Goals - Growth vs. Speed - Achieving Quality Time in Professional and Personal Lives 	<p style="text-align: center;">1 Hour 30 Minutes</p>
6.1	<p style="text-align: center;">Planning with How Multi-Tasking and Skilling evolves with Time Management</p>	<ul style="list-style-type: none"> ◆ What is Multi-tasking & Multi-skilling ◆ Practices, Principles and Tools ◆ Leadership Multi-skills – <ul style="list-style-type: none"> ▪ Towards the Task ▪ Towards the Group ▪ Towards the Individual 	<ul style="list-style-type: none"> - Planning through Vision and Mission - Setting Goals, Tasks and Priorities - The Route Map towards each Goal - Long term consequences - Contingency Planning 	<p style="text-align: center;">1 Hour</p>

<p>6.2</p>	<p>Multi-Tasking & Skilling Continued</p>	<ul style="list-style-type: none"> ◆ Factors influencing Multi-tasking & skilling ◆ Multi-skilling and Process-ownership <p>Lunch</p>	<ul style="list-style-type: none"> - How to relate Multi-tasking & Skilling with Time Management – Gantt Chart - Pros & Cons of Multi-tasking & Skilling 	<p>2 Hour 30 Minutes</p>
<p>5.2</p>	<p>Time Management Practices</p>	<ul style="list-style-type: none"> ◆ Time Management Matrix – Stephen R. Covey Stephen ◆ Time Management Tools <p>End of Day 3</p>	<ul style="list-style-type: none"> - Five Major Areas that is most important in the Improvement of Time - Model: P-A-C and Time Management - Five Major Areas that is most important in the Improvement of Time - Log Planning – the Funnel and other Tools 	<p>30 Minutes</p>

Day 4: Analytical Skills and Innovation

- ◆ Critical Thinking for the use of increasing people and process improvement
- ◆ How Creative Thinking to be nurtured in order for Innovative Thinking to thrive?
- ◆ Problem-solving & Decision-making and Analytical Skills are dependent on Creativity and Innovation – thus the required treatise on it.
- ◆ The Workshop is also designed to facilitate the invoking of the creative process of idea generation for continuous improvement of systems, process and methods. It will further develop the skills required for implementing situational decision-making and analytical aptitudes through experience sharing.
- ◆ Internal Creative Games will bring out the Innovative and the Entrepreneurship Spirit

Serial Numbers	Chapter	Contents	Detailed Contents	Duration
7.1	<p align="center">Analytical Skills, Innovation and Problem Defined</p>	<ul style="list-style-type: none"> ◆ Self-dynamics – Problem & Opportunities ◆ Difference between Creativity and Innovation ◆ Holistic Definition of Productivity ◆ Analytical Process ◆ What is an Idea? 	<ul style="list-style-type: none"> ▪ Self-Attitude towards Problems ▪ What is Purposeful Innovation – Peter Drucker? ▪ Problem- Solving – Key Issues of Analytical Thinking ▪ Productivity, Quality and Process Improvement in Processes. ▪ Understanding the Process 	<p align="center">3 Hours and 15 Mins.</p>
8.1	<p align="center">Problem-Solving and Decision-making</p>	<ul style="list-style-type: none"> ◆ Definition of a Process – Continuous and Continual Improvement ◆ Setting Objectives ◆ Practices, Principles and Tools of Decision-making and Problem-solving ◆ Kaizen and Kaikaku – Towards the Individual 	<ul style="list-style-type: none"> ◆ Tools of Process Thinking - <ul style="list-style-type: none"> ▪ Quality, Cost Schedule (The QCS Wheel) ▪ Mapping a ‘Process & Gap Analyses’ ▪ 5W & 1H ▪ Thinking - Convergent & Divergent Thinking ▪ Seven Steps to Better Thinking ▪ The Brainstorming Process ▪ A Thorough discussion on the P-D-C-A/S-D-C-A cycle. 	<p align="center">3 Hours and 15 Mins.</p>

Day 5: Leadership and Team Dynamics Skills

➤ **Objectives/Deliverables:** This part of the Programme will facilitate to augment those Capabilities required as personal Competencies for Core Leadership Issues of the 21st Century -

- Characteristics and Qualities to Lead from the Front
- Managing Conflict
- Situational Leadership
- Group Delivering; etc.
- Failures of Leaders and Team-members
- Indoor and Outdoor Management Games to make the Learning more effective and continuous

Serial Numbers	Chapter	Contents	Detailed Contents	Duration
9.1	Leadership Skills	<ul style="list-style-type: none"> ♦ What is Leadership? ♦ Managing Change through Leadership ♦ The Qualities of a Leader ♦ The Roles and Functions of a Leader ♦ Failures of Leadership 	<ul style="list-style-type: none"> - Defining Leadership - 4 Elements of Leadership - How we should be Adaptable and Flexible for adopting Change in our Process and Systems - What are the Factors influencing Successful Leadership - Why Leadership Fails? 	03 Hours
9.2	The Entrepreneur	<ul style="list-style-type: none"> - What it takes to lead? 	<ul style="list-style-type: none"> - Leadership Characteristics of an Entrepreneur 	30 minutes
9.3	Team Dynamic Skills	<ul style="list-style-type: none"> ♦ Team Building ♦ Indoor and Outdoor Games Played 	<ul style="list-style-type: none"> - Principles and Practices of Team - The Characteristics of a Team-player - Cohesiveness and Collaborations - The Stages of Team-building - Why Team-fails? 	03Hours

