

## **Training Charter**

**Training Objective :** This training is designed in a manner that managers or leaders of the organization can be in position to understand and develop traits that help them lead 'High Performance Teams'.

**Duration : 2 days ( 16 Hours)**

**Target Audience : First Time Managers / Team Leaders/ An employee who is leading a team across all departments.**

### **Training Methodology**

Brainstorming with Thought provoking videos

Interactive Activities

Group Discussions

Mind Mapping

Team Building Exercises - Participants would engage in activities to experience practical ways to engage with team mates.

### **Module -1 Servant Leadership**

- Traits of a Servant Leader
- Challenges Faced by Leaders
- Leadership Under Challenging Times
- Servant Leadership and Organizational Growth
- Art of Delegation
- “ **LEADERS eat Last**” - Changing Mindsets and Leadership Styles

### **Module -2 Emotional Intelligence**

- IQ Vs EQ
- Combating Challenges with Emotional Intelligence
- **Art of Strategic Interpretation of a Situation**
- How do you recognize people with high EQ
- Components of EQ

### **Module -3 Core Values**

- Learning to Build Personal Brand & Trust
- Active Listening
- Integrity
- Teamwork & Coordination
- Collaboration & Productivity
- Building a Zero Tolerance Zone for Negative Traits

#### **Module - 4 Think Smart , Act Smarter and Speak like the Smartest**

- Strategic Thinking
- Assertive Communication
- Creating a Win-Win Situation
- Dealing with **passive and aggressive** Behavior
- Reading People- Verbal and Non Verbal Language
- Art of Saying NO & Workplace Euphemism

#### **Module -5 Feedback & Coaching**

- Difference between Feedback and Coaching
- Understanding coaching principles and establishing trust
- Active listening and powerful questioning technique.
- Using the STAR model as a coaching and feedback technique to help
- Using the GROW model in goal setting and problem solving
- Understanding thinking traps and concept of “flow
- Learn to shine as a Mentor
- Constructive Feedback
- Task Specific Communication

#### **Module -5 Conflict Resolution**

- Thomas Kilmann Instrument
  - a. Collaboration
  - b. Compromise
  - c. Accomodation
  - d. Compete and Avoid
- Neutralize Emotions
- Circle of Want : What do I want : What do they want: What do we want.
- Benefits of Timely Conflict Resolution
- Road to Root Cause
- Forget and Forgive
- Digging Mutual Gains