

## **Training Content**

**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

### **Module -1 : Introduction**

- Who is a Leader?
- Identifying : A negative aura of Leadership
- Servant Leadership : Traits and Relevance
- Benefits of Servant Leadership
- Simon Sinek :- “ Leaders Eat Last”
- Examples of Servant Leaders

### **Module -2 : Effective Leadership Mindsets**

- Fixed Mindset VS Growth Mindset
- P (Potential) = P (Performance) – I (Interference) by Tim Gallwey
- Using the GROW model ( G – Goal , R – Reality , O – Options & W - Will )
- Managing Emotions

### **Module - 3 Imprinting Impact**

- Face-to-face persuasive communication skills such as probing, listening, rapport.
- Creating and delivering compelling messages
- Understanding the power of body language in communication
- Structuring communication:
  - Having a clear objective
  - Highlighting critical points
  - Being clear and concise

- Understanding the audience
  - Rapport building
  - Asking the right questions
  - Active Listening
  - Reflective Listening
  - Passive Listening
  - Dealing with difficult conversations
- Feedback VS Coaching

#### **Module - 4 Challenges to Servant Leadership**

- Understanding unhealthy Criticism
- Identifying Gray areas
- Leading with Credibility
- Embracing 'Me' to 'We'

#### **Module -5 Knowledge Assessment**