

Behavior Training for Entry-Level Personnel

Duration: 8 Hours

Module 1: Taking Ownership of Assigned Tasks

Duration: 1.5 hours

1.1 Understanding Ownership

- Definition and significance of ownership in the workplace (20 minutes)
- Impact of personal ownership on task success (25 minutes)

1.2 Proactive Problem Solving

- Anticipating challenges and taking initiative (25 minutes)
- Strategies for overcoming obstacles independently (20 minutes)

1.3 Time Management and Prioritization

- Balancing multiple tasks and responsibilities (20 minutes)
- Prioritizing tasks for maximum impact (20 minutes)

Module 2: Teamwork

Duration: 1.5 hours

2.1 Importance of Teamwork

- Role of teamwork in achieving organizational goals (20 minutes)
- Benefits of collaborative efforts (20 minutes)

2.2 Building Effective Teams

- Fostering a collaborative team culture (25 minutes)
- Effective communication within the team (25 minutes)

2.3 Conflict Resolution within Teams

- Identifying and resolving conflicts constructively (20 minutes)
- Strategies for promoting a harmonious team environment (20 minutes)

Module 3: Accountability

Duration: 1 hour

3.1 Individual and Team Accountability

- Clarifying individual and team responsibilities (20 minutes)
- Holding oneself and others accountable (20 minutes)

3.2 Metrics and Key Performance Indicators (KPIs)

- Understanding performance metrics (20 minutes)
- Monitoring and improving individual and team performance (20 minutes)

Module 4: Effective Communication/Presentation Basics

Duration: 1.5 hours

4.1 Communication Fundamentals

- Basics of clear and concise communication (20 minutes)
- Tailoring communication to the audience (20 minutes)

4.2 Presentation Skills

- Structuring effective presentations (25 minutes)
- Engaging and influencing an audience (25 minutes)

4.3 Active Listening

- Importance of active listening in effective communication (20 minutes)
- Techniques for enhancing listening skills (20 minutes)

Module 5: Seeing the Big Picture of Tasks

Duration: 1 hour

5.1 Understanding the Organizational Context

- Aligning individual tasks with organizational goals (20 minutes)
- Recognizing the broader impact of tasks on the organization (20 minutes)

5.2 Strategic Thinking

- Developing a strategic mindset (20 minutes)
- Considering long-term implications in task execution (20 minutes)

Training Methodology:

- **Engaging discussions, role-playing exercises, and group activities (Throughout)**
- **Real-world Scenarios: Applying learned behaviors to practical situations (Throughout)**
- **Individual Assessments: Evaluating individual progress and understanding (Throughout)**
- **Feedback Sessions: Providing constructive feedback for continuous improvement (Throughout)**