

A SNAPSHOT OF OUR OFFERINGS

It is a privilege to be a part of your progress. We are sure that no one knows your needs better than you, and hence we would appreciate a stock taking through a simple **Training Need Analysis** Document. If need be, a mystery shopping exercise can be conducted to better identify the needs.

Based on the Training Needs Analysis document, the program is customized by putting together various modules in the time available. We also offer a follow up session to audit training effectiveness, if need be.

ONE DAY FOLLOW UP SESSION

The follow up for the 2 days training program is optional. It is aimed at motivating the participants. Here, learners assess the impact of training and level of application and implementation in their performance areas. During this session, they revisit the modules to further enhance understanding.

CORE MODULES

APPROPRIATE BODY LANGUAGE

DURATION: 3 HOURS

Body language is a highly focused area of communication. Most of the time people are unaware of their gestures and the signals they send across. Projecting right body language helps one create the right impression and the right climate for a serious conversation. This module gives valuable insight into the same and covers para linguistics, kinesics, postures, proxemics, haptics, appearance, Mirroring and reading body language for better understanding, acceptance and success in every interaction.

BETTER THE IMAGE-BETTER THE TEAM. TEAM BUILDING

DURATION: 2 HOURS

How to build a highly effective team. Types of teams. Leading, facilitating and motivating teams.

MANAGING IMAGE THROUGH EFFECTIVE CONFLICT MANAGEMENT

DURATION: 2 HOURS

Why conflicts? Dealing with conflicts. Conflict resolution.