



People Sculptors
SHAPING PEOPLE, BUILDING COMPANIES

PEOPLE SCULPTORS

Training Brochure

A Comprehensive offering of soft skills training courses

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In today's demanding time, organizations require much more than knowledge and experience from their people. "Hard Skills" like technical expertise and domain knowledge may get your foot in the door but it is your "Soft skills" like attitude, communication skills and emotional intelligence which open most of the doors.

A good mix of Hard skills and Soft skills is a winning combination. An admired leader is not only proficient in technical knowledge and skills but also excels in problem solving, delegating, motivating and team building. However, it is our experience that the soft skills are often undervalued and far less training is provided for them compared to hard skills.

We bring you one of the most comprehensive collection of soft skills training program. Each of our training programs are well researched, highly interactive and matched with best-in-class training delivery.



Sidharath Tuli

CEO & Founder, People Sculptors

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S.No.	Program Title	Number of Days
1	Adapting Your Leadership Style	1
2	The Art of Effective Communication	2
3	The Art of Influencing Others	2
4	Assertiveness Skills	1
5	Balancing Priorities	1
6	Behavioral Interviews	2
7	Business Etiquette	1
8	Challenging Negative Attitudes	1
9	Coaching Conversations	1
10	Coaching for Development	1
11	The Communication Mystery: Solved	1

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S.No.	Program Title	Number of Days
12	Creative Problem Solving	1
13	Critical Thinking Skills	1
14	Cultural Competency	1
15	Customer Service Over the Phone	1
16	Delegating for Growth	1
17	Developing Positive Relationships at Work	1
18	Developing Your Direct Reports	1
19	Diversity Awareness	1
20	Effective Listening Skills	1
21	Effective Negotiation Skills	1
22	Emotional Intelligence	1
23	Employee Engagement	1

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S.No.	Program Title	Number of Days
24	Ethics in the Workplace	1
25	Financial Intelligence	1
26	Fundamentals of Strategic Planning	1
27	The Golden Rule	1
28	How to Handle Change and Upheaval	1
29	How to Make Yourself Indispensable	1
30	How to Manage Your Emotions	1
31	Increasing Your Emotional Intelligence	1
32	Leadership	1
33	Leading Others Through Change	2
34	Learning to Manage	1
35	Managing Offsite Employees	1

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S.No.	Program Title	Number of Days
36	Managing Up	1
37	Managing Teams	2
38	Meetings	1
39	Mental Models	1
40	Motivating Employees to be Their Best	1
41	The Multi-Generational Workplace	1
42	Navigating Difficult Conversations	1
43	Onboarding	1
44	Organizational Trust	1
45	Performance Management	2
46	Positive Approaches to Resolving Performance and Conduct Problems	1
47	Productive Work Habits	1

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S.No.	Program Title	Number of Days
48	Real-World Project Management	2
49	Resilience	1
50	Resolving Conflict at Work	1
51	Selling Essentials Coaching for Performance	1
52	Selling Essentials Developing Clients for Life	1
53	Selling Essentials Opening the Sales Call	1
54	Selling Essentials Presenting Solutions, Overcoming Objections, and Closing the Sale	1
55	Selling Essentials Prospecting and Territory Management	1
55	Selling Essentials Understanding the Sales Cycle	1

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S.No.	Program Title	Number of Days
56	Selling Essentials What to Ask and How to Listen	1
57	Skillful Collaboration	1
58	Social Media at Work	1
59	Solid Business Writing	1
60	Succession Planning	1
61	Super Manager	1
62	Supervisor Communication Skills	1
63	Systems Thinking	1
64	Taking Control of Conflict	1
65	Talk Like a Leader	1
66	Team Chemistry	1
67	Team Excellence	1

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S.No.	Program Title	Number of Days
68	Think like a Champion... and be a winner	1
69	Time Management	1
70	The Toughest Supervisor Challenges	1
71	What Customers Really Want	1
72	Why We Struggle with Tough Decisions	1
73	Women and Leadership	1



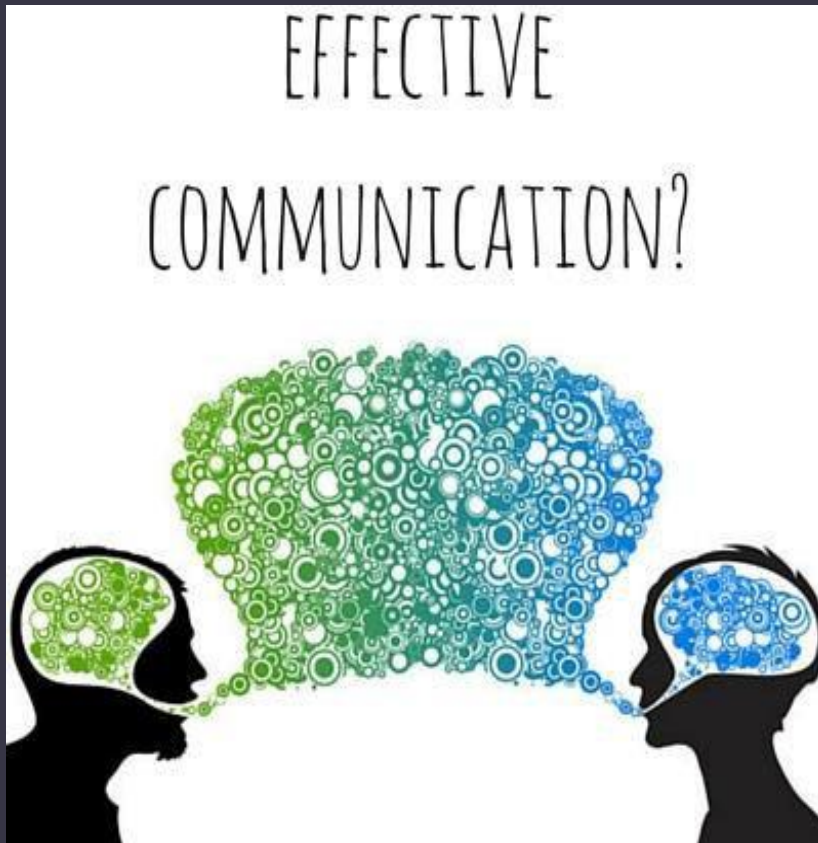
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ADAPTING YOUR LEADERSHIP STYLE



- Identify the qualities of an effective leader
- Make the mental shift from individual productivity to influencing others
- Recognize style differences in others and be able to cater to their preferences
- Build rapport using verbal and nonverbal messages
- Conduct constructive one-on-ones
- Give positive and negative feedback to different styles
- Develop individual motivation approaches for employees
- Facilitate a meeting effectively

THE ART OF EFFECTIVE COMMUNICATION



- Establish a working definition of communication
- Review communication models and their key elements
- Apply personality assessments to develop effective communication skills
- Investigate different styles for communicating
- Establish how tolerance for disagreement affects communication
- Devise strategies to avoid unnecessary conflict
- Identify common communication filters and their potential impact
- Analyze how authority shapes communication
- Adopt tools for effective communication
- Develop a personal communication action plan

THE ART OF INFLUENCING OTHERS



- Build rapport and develop genuine relationships
- Improve communication skills, including verbal and nonverbal messages
- Recognize common barriers to communication
- Understand and use communication styles to tailor your communications
- Resolve conflicts

ASSERTIVENESS SKILLS



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- Define assertiveness
- Recognize the assertiveness continuum
- Identify personal blocks to assertiveness
- Demonstrate assertive language and behaviors
- Avoid language and behaviors that aren't assertive (passive, aggressive, or passive-aggressive behaviors)
- Use assertive behaviors in everyday situations

BALANCING PRIORITIES

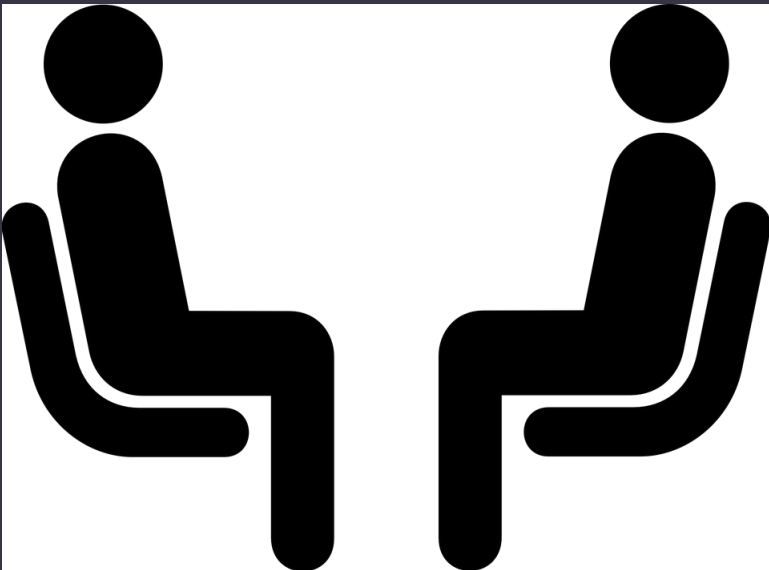


- Understand the importance of managing priorities
- Determine the obstacles that undermine productivity
- Prioritize your tasks, activities, and responsibilities
- Employ strategies for making the best use of your time
- Describe ways technology can keep you on track

BEHAVIORAL INTERVIEWS



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- Identify competencies for which to screen
- Write behavior-based questions
- Conduct an interview effectively
- Avoid legal pitfalls
- Evaluate candidates' responses objectively
- Start new employees off on the right foot

BUSINESS ETIQUETTE



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- Use basic courtesy and manners
- Practice common business etiquette to build and maintain relationships
- Implement practices for respecting yourself
- Be resilient in difficult situations
- Interact in a respectful manner with coworkers and subordinates
- Interact respectfully with individuals with disabilities
- Establish positive human connections
- Maintain relationships with strong communication skills
- Use technology effectively
- Incorporate the traits of successful and respected managers
- Balance work and personal life appropriately

CHALLENGING NEGATIVE ATTITUDES



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- Adjust your own attitude regarding your work situation
- Control the impact of negative situations
- Deal with negative people more effectively
- Determine how explanatory styles contribute to pessimism or optimism
- Practice using disputation to enhance your optimistic side
- Discriminate between situations that call for optimism versus pessimism
- Use specific coping tools for dealing with change
- Identify the negative norms present in your own organization, department, or team
- Use a four-step process to eliminate negative organizational norms



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COACHING CONVERSATIONS



- Identify the four steps of a coaching session and how they are applied in various contexts
- Recognize the correct application of inquiry and advocacy in a coaching session
- Apply basic coaching techniques to coaching for:
 - Performance improvement
 - Career development
 - Training for specific skills
 - Coaching a business team

COACHING FOR DEVELOPMENT



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- Learn to discern the difference between coaching and other development strategies
- Discover the key elements of successful coaching relationships
- Understand the coaching process and how to apply each step in it
- Identify common challenges to successful coaching
- Discover effective strategies for managing challenges
- Establish and maintain a successful coaching relationship with an employee

THE COMMUNICATION MYSTERY : SOLVED



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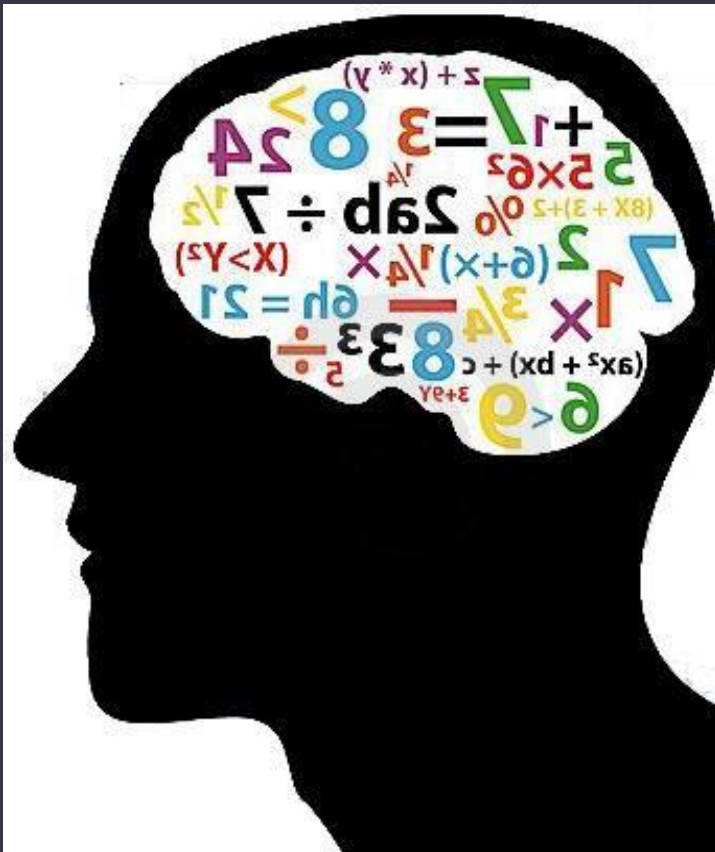


- Recognize common myths and facts related to communication
- Understand the value or destructiveness of assumptions in communication
- Distinguish among the four paths of expression
- Learn assertive-speaking techniques
- Practice using assertive, positive language when communicating with others
- Use active-listening skills to communicate with others in a group
- Practice effective listening techniques
- Become sensitive to behaviors that may or may not obstruct problem solving

CREATIVE PROBLEM SOLVING



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- Identify roadblocks that prevent creative thinking
- Develop creative attitudes and learn to see that all problems have opportunities
- Rediscover your creative ability
- Focus and direct creative efforts
- Overcome criticism and gain acceptance for new ideas
- Learn creative and effective techniques to recognize and identify problems
- Explore techniques for managing creative people
- Realize the significance of humor and how it impacts creativity



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CRITICAL THINKING SKILLS

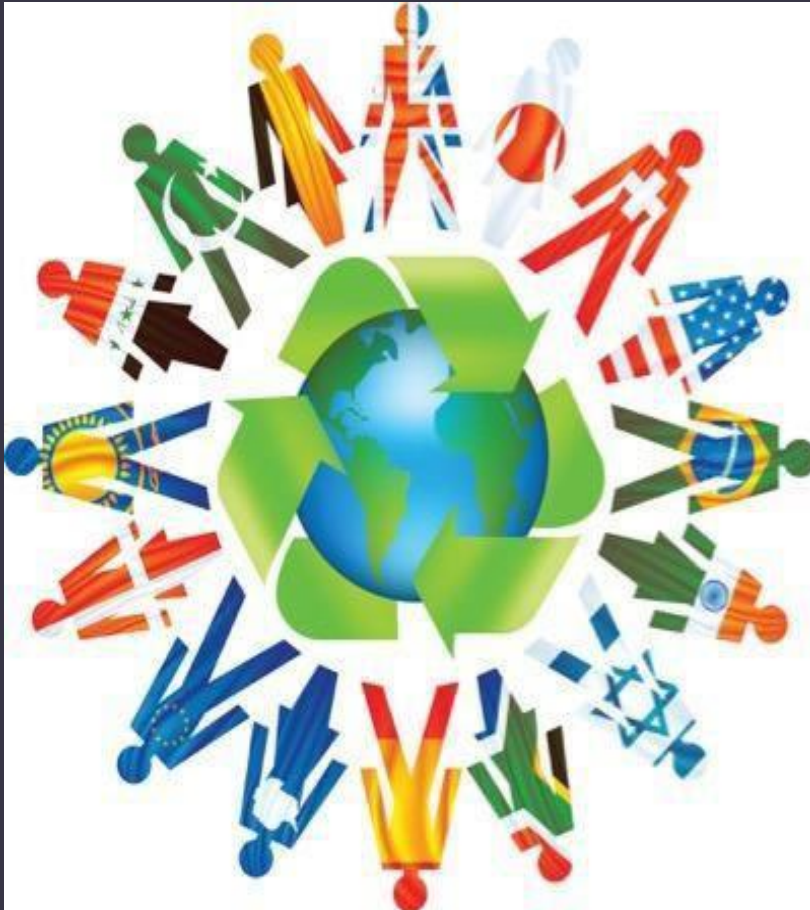


- Define critical thinking
- Identify and adopt the characteristics of critical thinking
- Recognize and avoid critical thinking mistakes
- Identify assumptions
- Evaluate information accurately and thoroughly
- Distinguish between fact and opinion
- Implement the critical thinking process in business situations

CULTURAL COMPETENCY



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- Identify the elements of cultural competence in the workplace
- Increase your understanding of your own cultural background and how it affects your perceptions and interpretations of other cultures
- Recognize the three dimensions of cultural awareness when interacting with other cultures
- Develop the skills needed to practice respectful and caring behavior toward culturally diverse
 - individuals and groups
- Understand how values differ among cultures
- Identify different communication styles among diverse cultural groups

CUSTOMER SERVICE OVER THE PHONE



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- Recognize the components of customer service
- Identify the roles of a customer service representative
- Practice techniques for taking control of the call
- Learn to handle angry customers
- Implement strategies for staying motivated

DELEGATING FOR GROWTH



- Recognize delegation as a tool for employee growth (not just as a way to lighten your own workload)
- Prepare yourself to delegate effectively
- Assess your employees to determine their delegation needs
- Match employees and projects appropriately
- Identify barriers to delegation and overcome them
- Apply the steps to delegating effectively
- Handle mistakes, missteps, and failures as learning opportunities

DEVELOPING POSITIVE RELATIONSHIPS AT WORK



- Base every working relationship on a common purpose
- Demonstrate actions that build trust and avoid those that erode trust
- Model the positive relationship behaviors you seek in others
- Manage, not manipulate, relationships
- Implement strategies to improve or survive relationships
- Set boundaries and stand your ground

DEVELOPING YOUR DIRECT REPORTS



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- Recognize the difference between performance management and development coaching
- Implement a strengths-based approach to development
- Provide employees with the tools to assess their strengths and development needs
- Conduct a positive development discussion
- Identify a variety of paths to development
- Create an effective individual development plan

DIVERSITY AWARENESS



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- Understand the subtle ways that bias occurs.
- Identify instances of devaluing others through small, subconscious behaviors
- and micro-inequities.
- Establish a framework to increase inclusion at the organizational level.
- Recognize different ways of conveying respect.
- Address conflict productively and respectfully.
- Lead by example and be part of the solution.



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EFFECTIVE LISTENING SKILLS



- Describe the importance of listening
- Identify barriers to listening well
- Implement the steps of active listening
- Uncover hidden messages
- Listen in emotional situations
- Increase information flow to enhance productivity and teamwork

EFFECTIVE NEGOTIATION SKILLS



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- Develop an effective plan and strategy for any negotiation
- Recognize interests and issues and avoid unnecessary positions
- Become more persuasive
- Use techniques that draw information from the other party
- Minimize conflicts and deadlocks
- Ask and answer questions to control negotiations
- Deflect personal, hostile, or irrelevant objections by reestablishing common ground in negotiations
- Create a list of concessions that can be “given” during the negotiation to use as bargaining tools
- Read body language, facial expressions, and other signals
- Neutralize manipulative tactics
- Maximize closure opportunities



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EMOTIONAL INTELLIGENCE



- Manage your emotions by recognizing how thoughts and emotions are connected
- Improve your self-control by identifying physical cues indicating that your emotions may be taking over
- Discover how emotional intelligence can help you develop more positive relationships at work
- Learn how to use assertive communication to express your needs and feelings appropriately
- Learn how to respond more quickly and positively to changing circumstances
- Improve your ability to remain composed in stressful situations

EMPLOYEE ENGAGEMENT



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- Recognize the importance of knowing every employee as a unique individual.
- Identify each employee's strengths and how to leverage them in the workplace.
- Show your support by minimizing obstacles that frustrate employees—including yourself!
- Create a career path and meaningful work for each employee.
- Foster an environment where employees feel free to ask and say anything.
- Show appreciation and recognition in a way that is meaningful to each employee.



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ETHICS IN THE WORKPLACE



- Dispel common myths about business ethics
- Describe the ideal ethical workplace
- Implement ethics guidelines and policies in your organization
- Identify and resolve typical ethical dilemmas
- Recognize common excuses for unethical behavior, and what to do about them
- Deal with unethical coworkers, customers, and vendors



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FINANCIAL INTELLIGENCE



- Identify the advantages of analyzing financial information
- Understand the purpose and benefits of budgets
- Differentiate among various financial instruments
- Conduct horizontal and vertical analyses using your organization's financial information
- Recognize which ratios are most important to your organization

FUNDAMENTALS OF STRATEGIC PLANNING



- Identify the elements of an effective strategic planning model
- Identify a good foundation for creating a strategic team
- Discover your strengths, weaknesses, opportunities, and threats when setting directions
- Define strategic values
- Participate in a strategic planning effort
- Avoid common pitfalls that derail strategic plans

THE GOLDEN RULE



- Examine the behaviors that contribute to a respectful workplace at the individual and organizational level.
- Recognize the importance of building an organizational culture that fosters respect.
- Implement strategies to maintain a respectful work environment when faced with stress, uncertainty, and change.
- Maintain and rebuild respect after there has been an offense.

HOW TO HANDLE CHANGE AND UPHEAVAL



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- Evaluate typical attitudes toward change
- Recognize the signals of change-related stress
- Understand the four parts of the change cycle
- Apply positive strategies for coping with change

HOW TO MAKE YOURSELF INDISPENSABLE



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- Take ownership of your responsibilities and results
- Take initiative to go above and beyond what is expected of you
- Expand your sphere of influence
- Perform well under pressure
- Adapt to changing situations
- Be someone others want to work with
- Help others improve their performance
- Avoid being “irreplaceable” - locked into your role and unwilling to share your knowledge

HOW TO MANAGE YOUR EMOTIONS



- Recognize the messages emotions send at work
- Understand the trigger-perception-response cycle
- Reframe our thinking to avoid emotional outbursts
- Replace emotional outbursts with productive confrontations
- Recover from your own, or another person's, emotional outburst
- Employ long-term strategies to channel emotions productively

IDEAS INTO ACTION

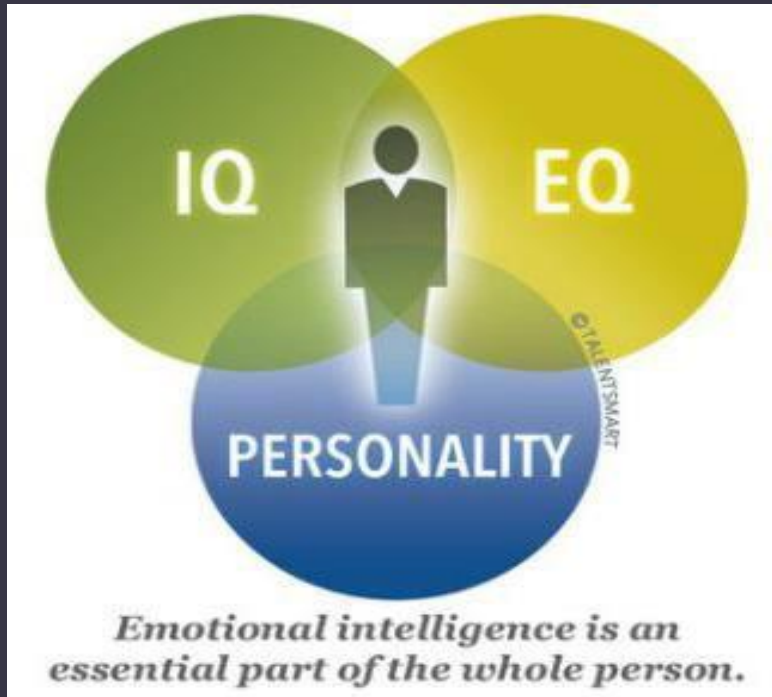


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- Recognize common myths and misconceptions about innovation
- Use multiple “intelligences” to generate a variety of ideas
- Apply the characteristics of creative people to any problem or issue
- Follow a four-step process for team innovation
- Promote innovation without regulating it
- Use cross-functional teams to foster innovation
- Spot sacred cows in your organization

INCREASING YOUR EMOTIONAL INTELLIGENCE



- Develop your level of emotional intelligence
- Identify negative consequences of unmanaged emotions on your personal effectiveness
- Describe the importance of emotional intelligence to building good relationships
- Increase your empathy and social skills
- Practice techniques to achieve greater self-awareness, self-control, and self-motivation
- Understand how emotional intelligence can be applied at the workplace to enhance employee relationships and increase productivity

LEADERSHIP



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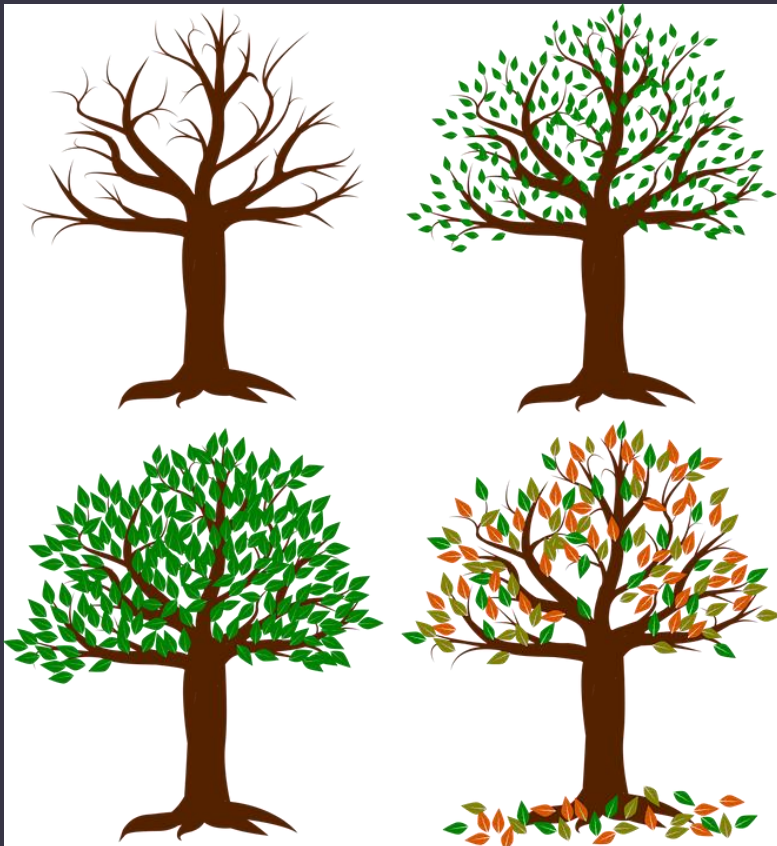


- Identify key characteristics of leaders
- Build trust and confidence with employees
- Avoid behaviors that undermine leadership
- Promote teamwork and esprit de corps
- Act decisively
- Demonstrate leadership in a crisis

LEADING OTHERS THROUGH CHANGE



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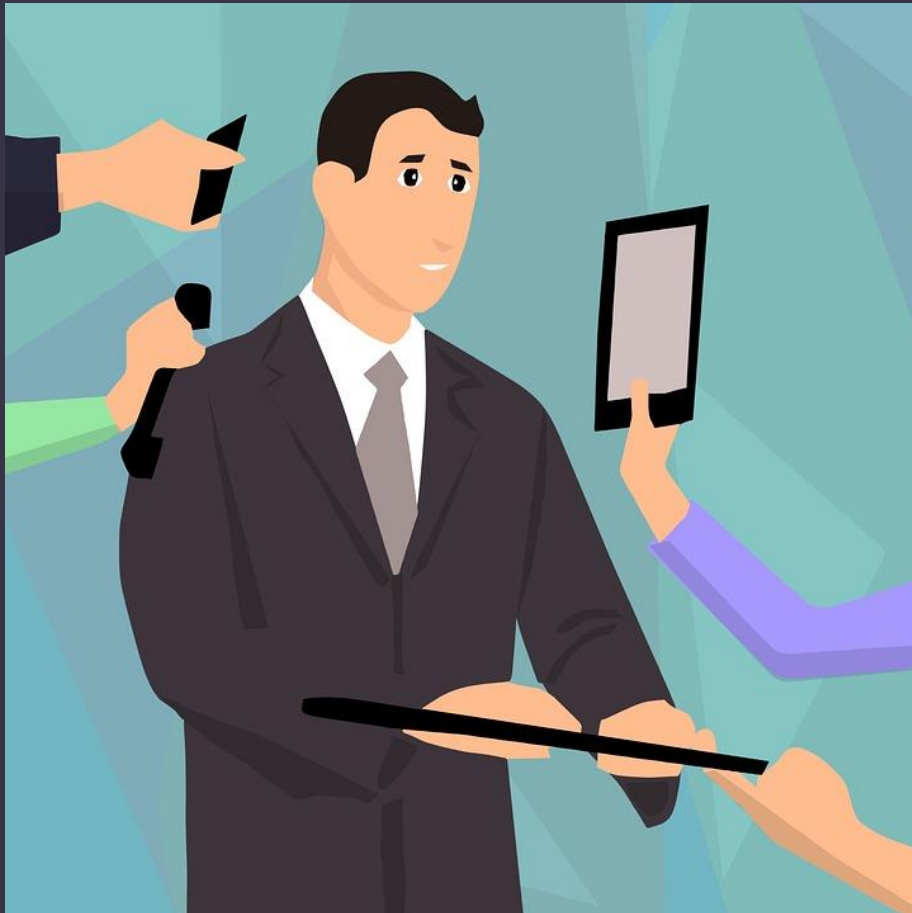


- Understand why change initiatives fail and how to ensure their success
- Implement a framework to actively lead change efforts
- Plan for the success of future change through close evaluation of current initiatives
- Identify, acknowledge, and manage resistance to ensure an efficient transition
- Apply techniques for increasing and gaining commitment to change

LEARNING TO MANAGE



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- Understand how to make the transition into management.
- Avoid the common pitfalls that derail new managers.
- Discover how to communicate effectively up and down your organization.
- Explore ways to effectively delegate work and encourage employee development.
- Identify how to manage task-related and interpersonal crises.
- Develop self-awareness and determine the support you need to successfully manage employees.

MANAGING OFFSITE EMPLOYEES



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- Discuss benefits and challenges of offsite working relationships for employees, managers, and organizations
- Explain the importance of successfully managing offsite employees
- Identify the factors and tools that must be in place for an offsite employee to be effective
- Describe the role that trust and communication play in the success of an offsite relationship
- Employ strategies that help offsite employees stay on track and that deal with common problems faced by managers
- Follow a set of best practices for successfully managing offsite employees

MANAGING UP



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- Identify and support your supervisor's strengths, weaknesses, and working style.
- Proactively seek consistent communication and monitor data.
- Determine your supervisor's priorities, goals, and pressures.
- Establish expectations and a clear system of organization.
- Help to eliminate preventable problems and use effective problem solving skills to find resolutions.
- Exhibit positive behaviors that make you an invaluable employee.



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MANAGING TEAMS



- Determine the fundamentals for establishing a team
- Develop a team charter and project plan
- Clarify team roles and personality types
- Define leadership responsibilities and functions
- Understand how to lead through coaching
- Facilitate team meetings effectively
- Make decision making beneficial
- Handle conflict appropriately
- Understand and deal with communication issues
- Troubleshoot problem situations on the team
- Measure a team's success
- Reward team accomplishments

MEETINGS



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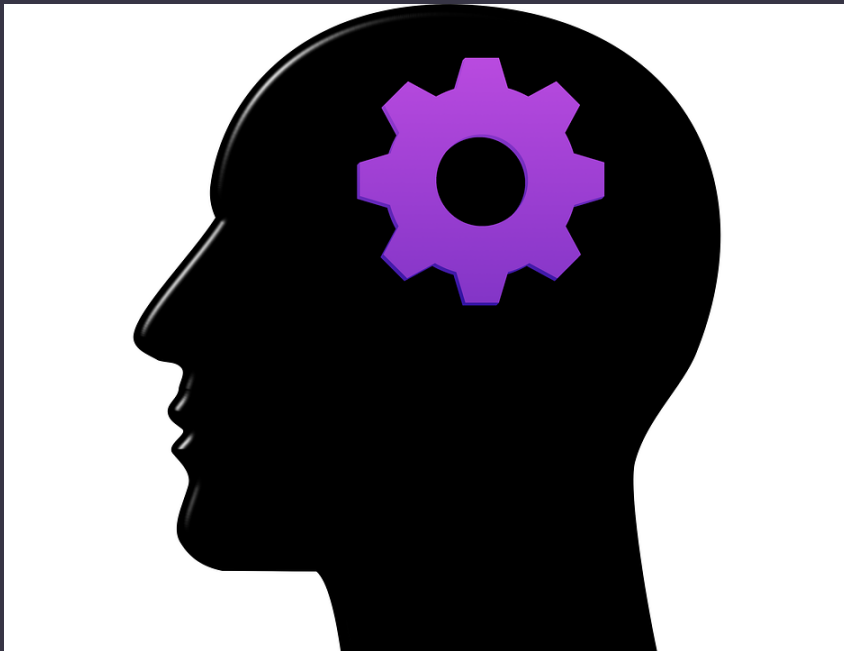


- Recognize ways to change your mindset about meetings.
- Eliminate habits that make meetings unproductive.
- Identify alternatives to holding traditional meetings.
- Demonstrate effective facilitation skills.
- Help your group make decisions quickly.
- Ensure that every meeting ends with actionable items.

MENTAL MODELS



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- Define mental models and describe how they influence the workplace
- Identify your own mental models
- Recognize assumptions in your mental models
- Reveal hidden assumptions
- Avoid typical mental mistakes
- Implement strategies to adjust inaccurate mental models

MOTIVATING EMPLOYEES TO BE THEIR BEST



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- Identify major factors that affect motivation
- Apply dialog and listening skills that model community, influence, and openness
- Take specific actions to foster trust within a group
- Model the concept of accountability
- Teach a four-step process designed to help groups learn from mistakes
- Encourage group initiative-taking
- Identify and apply strategies for dealing with outside pressures that negatively affect motivation
- Match or tailor your leadership style to various employees' motivational preferences

THE MULTI-GENERATIONAL WORKPLACE



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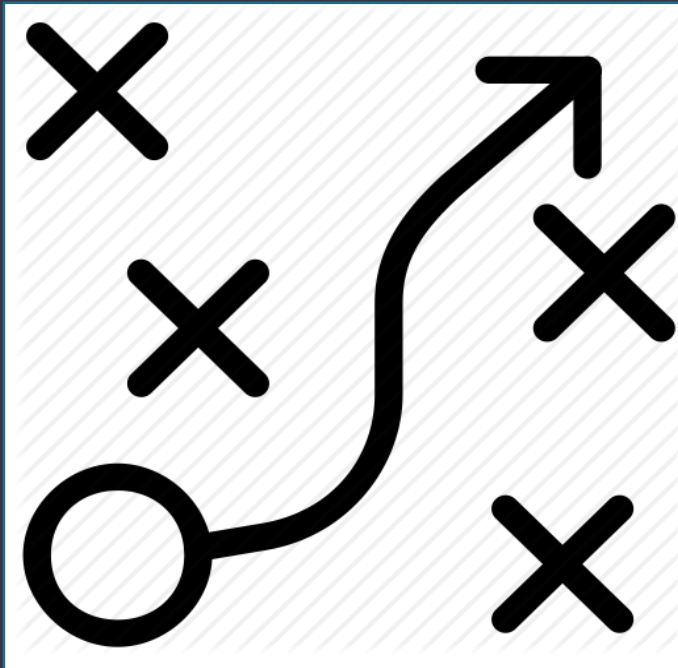


- Describe the changing workplace
- Identify the four generations in the workplace
- Describe the characteristics of the four generations in the workplace
- Examine the stereotypes associated with each generation
- Identify potential challenges when interacting with the different generations
- Demonstrate techniques that foster respectful communication with different generations
- Develop an action plan to connect to all generations in your workplace

NAVIGATING DIFFICULT CONVERSATIONS



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- Understand the nature of difficult conversations and what it takes to handle them
- Identify the seven stages of handling difficult conversations
- Use empathy in a way that minimizes negative responses and strengthens relationships
- Apply best practices for preparing, initiating, and delivering the conversation
- Discover how to generate solutions and bring the conversation to a close

ORGANIZATIONAL TRUST



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- Assess the level of trust in your organization and your own trustworthiness.
- Be mindful of the results of distrust between employees and for an organization.
- Identify the characteristics that engender trusting employees and organizations.
- Discover common “trust busters” and specific actions you can take to prevent them in the workplace.
- Explore the ways organizations and teams can build a culture of trust.
- Identify the warning signs of a low-trust organization and how to restore trust when it’s been lost.

PERFORMANCE MANAGEMENT



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- Understand the elements of an effective performance management system
- Help employees create individualized performance goals
- Provide clear direction so that employees know what is expected of them
- Offer ongoing feedback for positive guidance and improvement
- Develop credible measures that impact results and have meaning for employees and the organization
- Follow a fair and objective plan for progressive discipline when performance problems haven't been solved through other means

POSITIVE APPROACHES TO RESOLVING PERFORMANCE AND CONDUCT PROBLEMS



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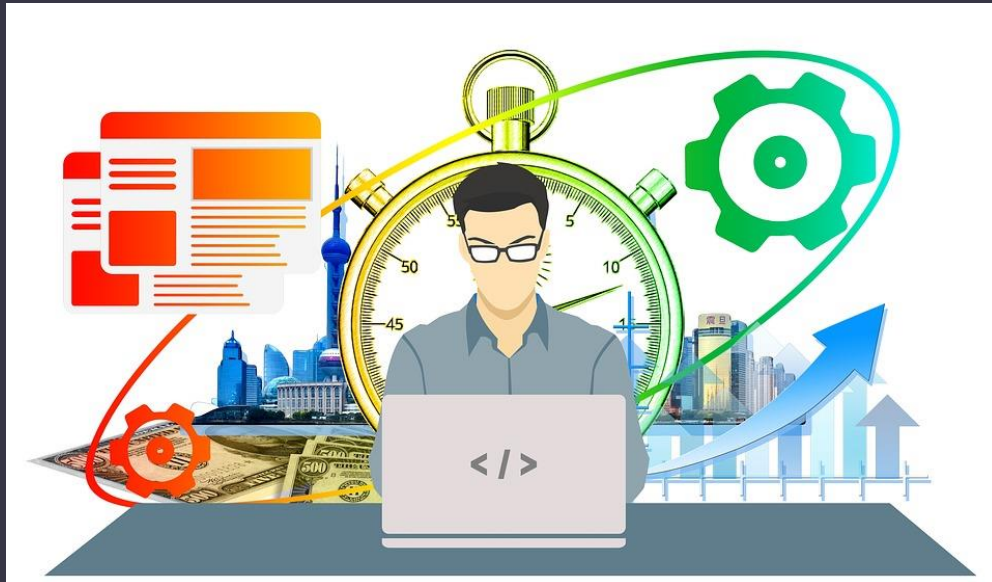


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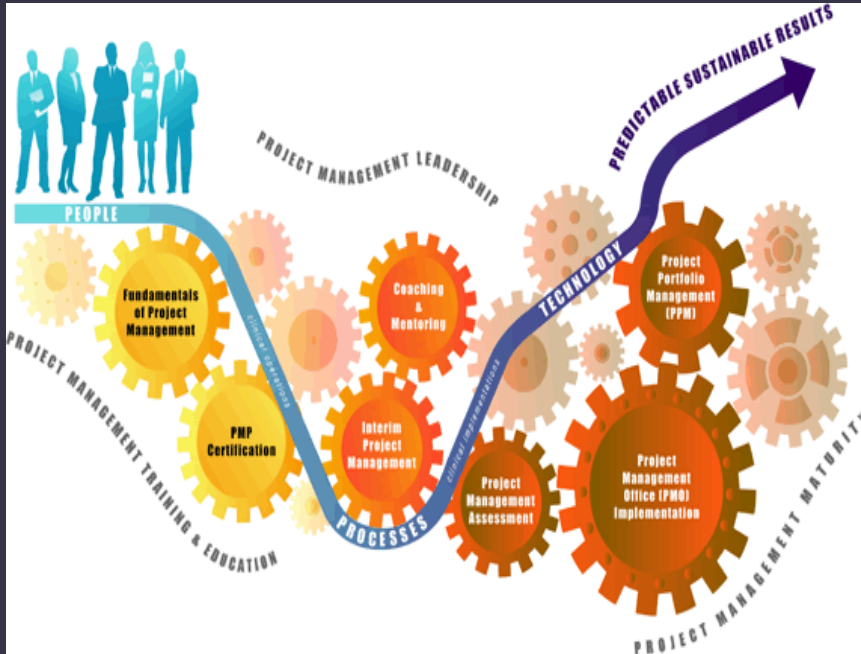
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PRODUCTIVE WORK HABITS



- Recognize the difference between true productivity and “fake” productivity
- Prioritize your daily work based on your key results
- Improve your ability to focus
- Eliminate habits that detract from your productivity
- Work effectively with colleagues
- Cultivate the nine habits that will increase your productivity

REAL-WORLD PROJECT MANAGEMENT

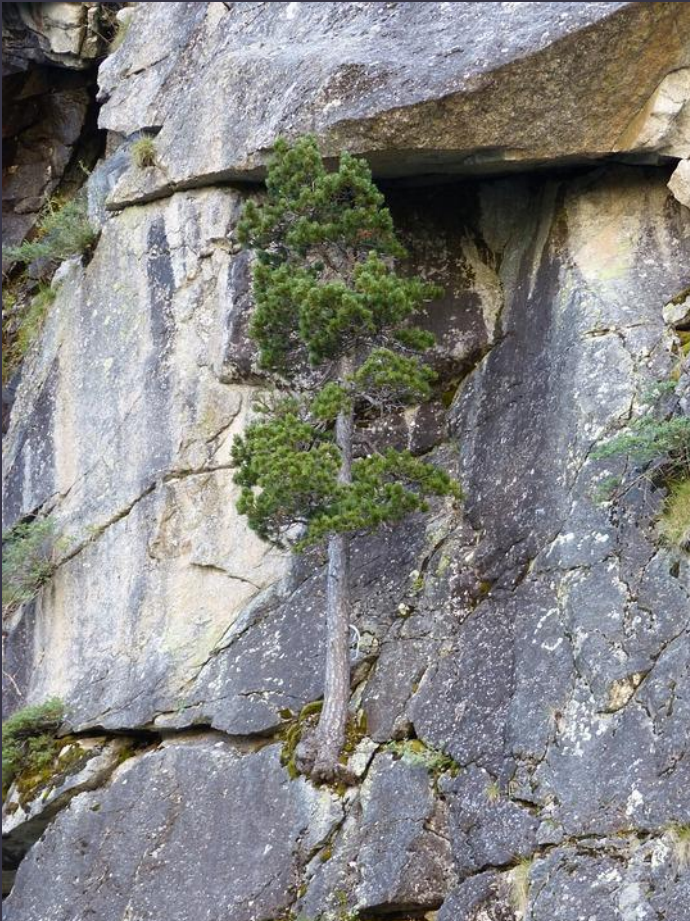


- Define a project and determine its time, cost and performance parameters
- Plan details and sequence of execution
- Implement work according to plan
- Monitor key parameters and milestones to ensure that work adheres to plans
- Complete projects through to their final deliverables
- Evaluate project efforts



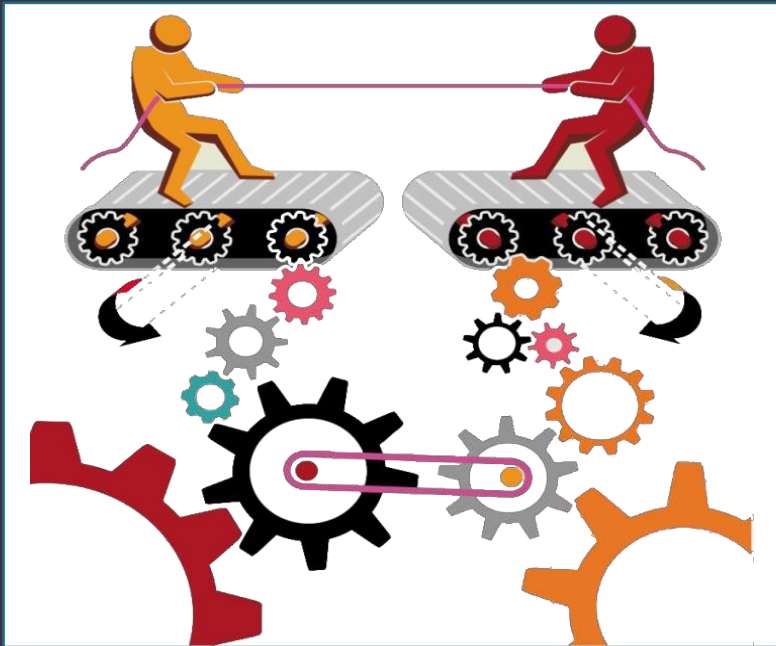
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RESILIENCE



- Bounce back from adversity
- Build your self-esteem as a foundation of resilience
- Make and maintain connections to build resilience
- Accept and embrace change
- Use flexible thinking to overcome obstacles
- Implement stress-management and relaxation strategies to maintain resilience

RESOLVING CONFLICT AT WORK



- Recognize your network of relationships at work and your part in them
- Positively manage business relationships to avoid unnecessary conflict
- Use effective conflict-resolution steps when conflict occurs
- Deal with difficult team members

SELLING ESSENTIALS COACHING FOR PERFORMANCE



- Define coaching in a professional setting
- Explain the importance of effective coaching and feedback
- Identify your strengths and areas for improvement as a coach
- Describe the challenges of coaching
- Demonstrate how to use the Coaching Model
- Describe the best practices for giving feedback

SELLING ESSENTIALS

DEVELOPING CLIENTS FOR LIFE



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- Explain the process of product implementation and plan how to develop clients for life
- Describe how to develop strong, mutually beneficial client relationships
- Discuss effective techniques for building customer relationships
- Identify strategies for capitalizing on customer relationships

SELLING ESSENTIALS

OPENING THE SALES CALL



- Identify strategies to use for preparing to open the sales call
- Describe the traits that help you to be successful when opening the call
- Explain the importance of building rapport
- Demonstrate how to open the call using a consistent framework
- Describe tips for successfully opening the sales call

SELLING ESSENTIALS PRESENTING SOLUTIONS, OVERCOMING OBJECTIONS, AND CLOSING THE SALE

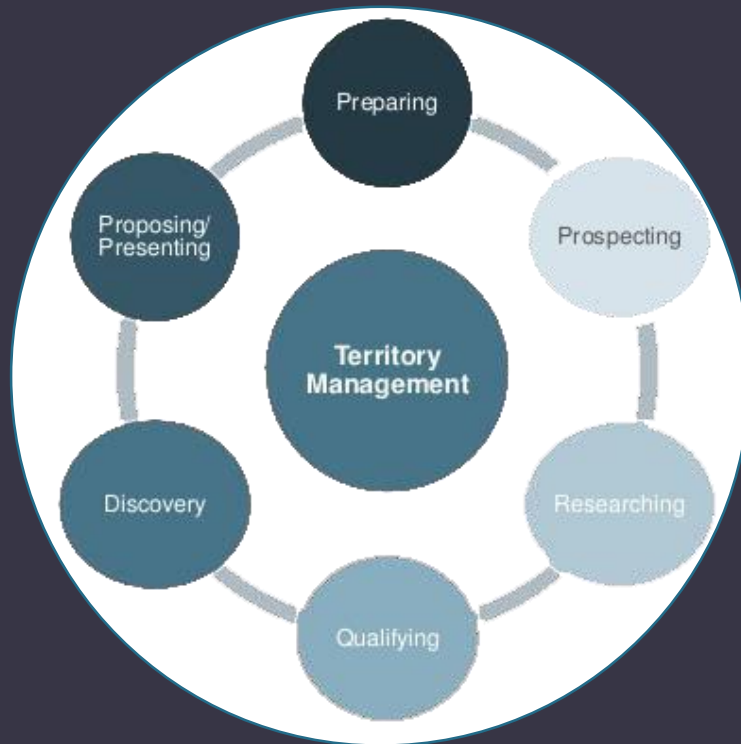


- Effectively present solutions using the Presentation Model
- Describe the features and benefits of a product or service
- Identify typical customer objections
- Deal with and overcome objections using the Objection-Handling Model
- Describe the steps for closing
- Demonstrate how to close the sale

SELLING ESSENTIALS PROSPECTING AND TERRITORY MANAGEMENT



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- Define territory management
- Describe techniques for prospecting and qualifying customers
- Identify how to develop a pipeline of profitable customers
- Determine how to plan for sales opportunities
- Identify techniques for making contact with prospects
- Identify strategies you will implement for prospecting and territory management

SELLING ESSENTIALS

UNDERSTANDING THE SALES CYCLE



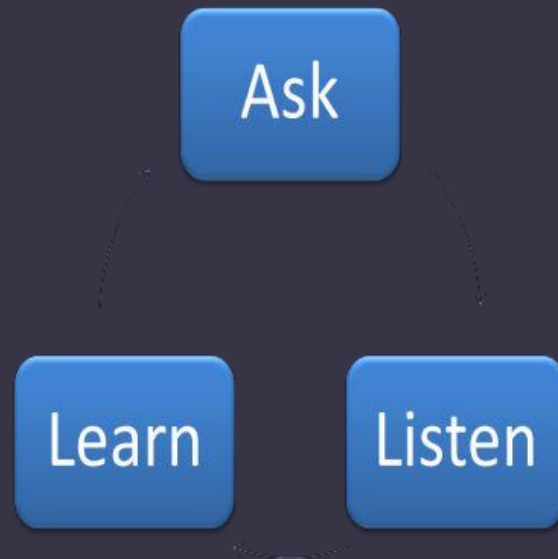
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- Assess your strengths and areas for improvement
- Describe customer-focused selling
- State trends in today's selling environment
- Explain the steps in the customer buying cycle
- Describe the customer's decision-making process
- Describe the steps in the sales process

SELLING ESSENTIALS

WHAT TO ASK AND HOW TO LISTEN



- Identify types of questions to uncover customers' needs
- Identify typical needs and challenges that customers have
- Describe challenges we have with listening
- Demonstrate how to use active listening techniques
- Identify and implement strategies for listening to and questioning clients about their business needs

SKILLFUL COLLABORATION



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- Understand when collaboration is an effective and beneficial approach to a project - and when it isn't
- Establish and communicate expectations to group members to ensure a successful collaboration
- Recognize the inward attitudes and outward behaviors necessary to collaborate well
- Implement communication strategies that foster collaboration and avoid those that hinder it
- Build your network to increase your ability to collaborate
- Identify non-collaborative behaviors and implement strategies to cope with them

SOCIAL MEDIA AT WORK



- Recognize the benefits of using social media in the workplace
- Identify the various legal and ethical risks of using social media in the workplace
- Protect your organization against legal action resulting from intentional or unintentional violations of law or policy
- Encourage an “ambassador attitude” in employees
- Provide guidelines that help employees make good decisions when using social media at work
- Identify the elements of an effective social media policy

SOLID BUSINESS WRITING



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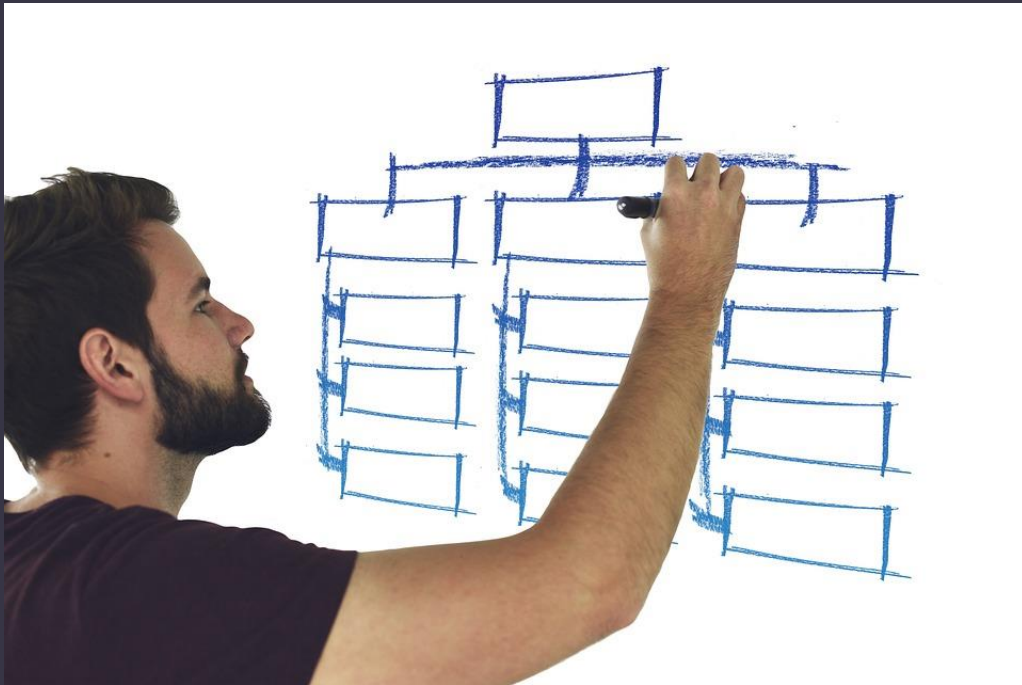


- Implement techniques to effectively write all types of business documents
- Utilize outlining to plan documents
- Follow acceptable email protocol
- Edit and proofread for complete and professional documents

SUCCESSION PLANNING



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- Identify high-potential employees
- Conduct a gap analysis to identify current and future needs
- Develop a cadre of successors at several levels
- Use employee development plans (EDPs) as a tool for leadership development
- Consider individual results and adherence to values in your assessment of high-potential employees
- Identify pitfalls of poor planning or no planning
- Measure, evaluate, and refine your succession-management program

SUPER MANAGER



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- Recognize and learn to balance the qualities of a super manager.
- Develop a self-awareness of your managerial skills and display attentiveness to your employees.
- Demonstrate consistency in your values, attitude, and behavior.
- Identify when and how to appropriately exercise mental flexibility.
- Display humility and confidence in both your decisions as a manager and the capabilities of your employees.
- Ensure employees' maintain focus.

SUPERVISOR COMMUNICATION SKILLS

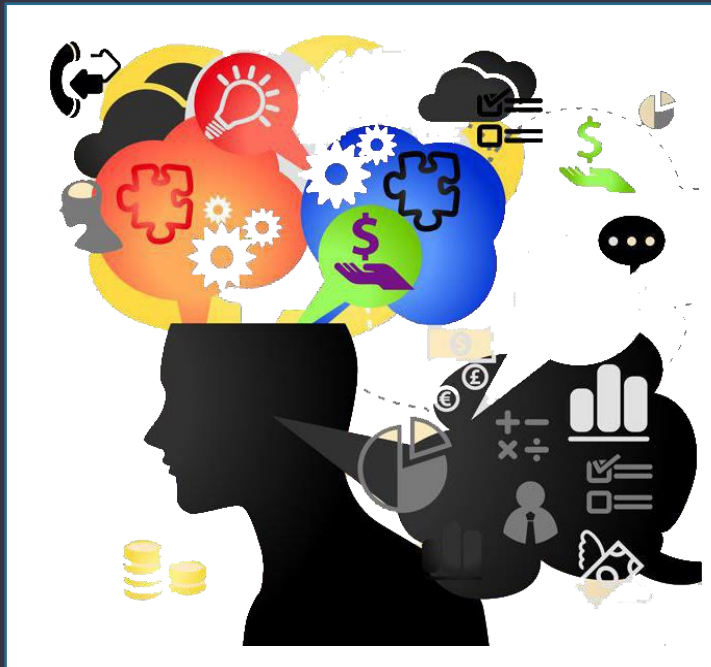


- Identify the characteristics of assertive behavior, and include them in your interactions
- Ask directly for what you need without being aggressive
- Confront problem behaviors successfully
- Create equitable compromises with employees and peers
- Hold others accountable
- Manage conflicts to achieve productive outcomes
- Deal with difficult people effectively



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SYSTEMS THINKING



- Understand what systems thinking is
- Identify the benefits of using systems thinking in the workplace
- Apply the tools of systems thinking to address a problem or situation
- Minimize the unintended consequences of major decisions
- Recognize the potential pitfalls of implementing systems thinking in the workplace
- Use systems thinking to improve innovation and productivity

TAKING CONTROL OF CONFLICT



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- Identify your preferred strategy for handling conflict
- Understand the characteristics and drawbacks of each typical approach to conflict
- Recognize the various sources of conflict that most often occur in the workplace
- Implement strategies for effectively resolving conflicts that stem from each source
- Practice behaviors that minimize tension and conflict
- Proactively address issues before they escalate into problems

TALK LIKE A LEADER



- Learn key communication phrases that express vision and competence
- Recognize the key communication phrases that reinforce relationships and support of others
- Explore ways to demonstrate accountability and expect it of others
- Learn how to become effective at delivering constructive criticism
- Understand how to show appreciation and provide meaningful praise

TEAM CHEMISTRY

DEVELOP TEAM CHEMISTRY!



- Understand how to choose team members to create a high performing team.
- Leverage the strengths of team members to maximize team performance.
- Implement strategies to promote positive interactions.
- Evaluate team processes and team results.
- Recognize the responsibilities of a team leader.

TEAM EXCELLENCE



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- Recognize the communication characteristics of high-performing teams
- Assess individual strengths in order to ensure the best possible team performance
- Recognize and avoid common goal-setting mistakes
- Learn how to focus on goals and results effectively
- Recognize the elements of esprit de corps
- Learn what makes team building successful and what types of activities to avoid

THINK LIKE A CHAMPION... AND BE A WINNER



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- Role of our thoughts
- Mind-Body connection
- Mindset: Fixed vs Growth
- Taking responsibility of our life
- Focusing on strengths
- Moving out of comfort zones
- Purpose and setting goals
- Resilience

TIME MANAGEMENT



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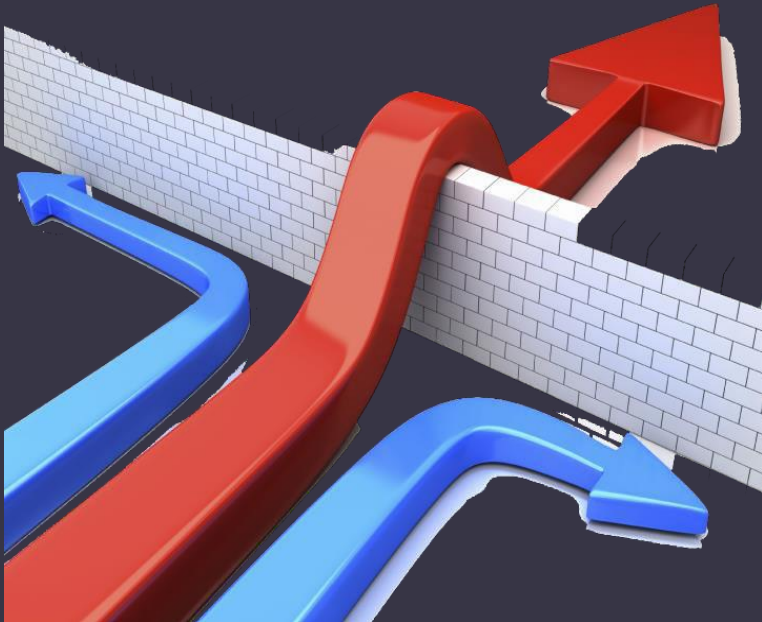


- Understand the relationship between time-management style and personality preferences
- Select your personal preferences for working efficiently
- Assess your time-management style
- Outline traditional time-management steps
- Acknowledge when traditional time management works well
- Identify when traditional time management does not work well
- Recognize the causes of procrastination
- Implement tips to overcome procrastination
- Apply time-saving techniques
- Determine when tasks can be automated
- Utilize the priority matrix
- Identify the priorities and boundaries of your job
- Designate the priorities of a balanced life

THE TOUGHEST SUPERVISOR CHALLENGES



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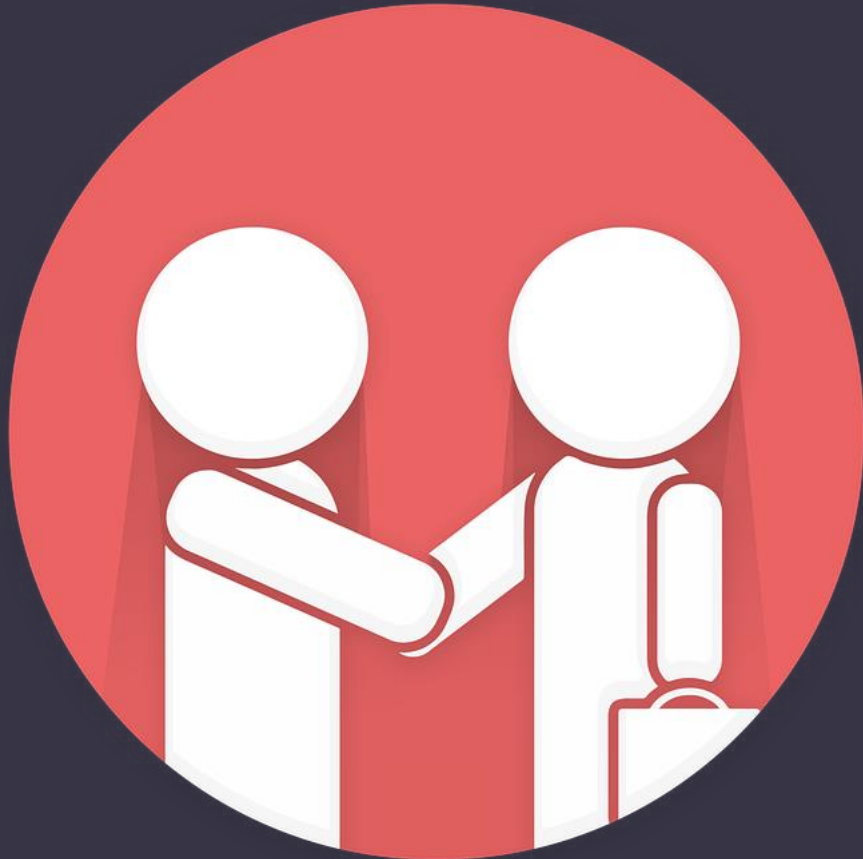


- Use realism, restraint, and resolve when facing any tough challenge
- Resolve conflicts between employees effectively
- Deal with layoffs in a way that minimizes the negative effects
- Show support for employees with performance issues, while building a defensible case for discipline and/or termination if necessary
- Deal with employees' personal problems with sensitivity and fairness
- Take control and responsibility in a crisis situation

WHAT CUSTOMERS REALLY WANT



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- Explore the concepts and benefits of extraordinary customer service
- Set extraordinary customer service standards for your area
- Identify ways of building customer rapport
- Improve your listening skills
- Take control of every call
- Say “no” in a positive way
- Remain calm when the customer is upset
- Cool down a hot customer
- Implement strategies to avoid burnout

WHY WE STRUGGLE WITH TOUGH DECISIONS



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- Understand the role that emotions play in decision-making
- Describe how to make a decision effectively, recognizing key steps to take before, during, and after the decision-making process
- Identify your values in order to guide your actions, behaviors, and decisions
- Put various methods for collecting and evaluating information into practice
- Recognize - and avoid - the most common traps that complicate tough decisions
- Develop strategies to overcome your concerns about making and implementing tough decisions

WOMEN AND LEADERSHIP



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- Understand the challenges that women face as they pursue leadership positions
- Assess limitations that women place on themselves
- Build skills that enhance your development as a leader
- Develop and manage relationships to maximize your leadership potential
- Overcome work-life challenges
- Recognize special issues women leaders face when they interact with others
- Use your natural strengths to build and maintain a strong team

Selection Excellence Workshop

A Competency Based Approach to Hiring the Right Candidate



- Review your recruitment strategy in line with the business priorities and growth plans.
- Gain understanding of the core competencies and use them for selection
- Recognize the characteristics of and effectively develop behavioral-based questions.
- Explore useful techniques for reviewing resumes.
- Identify the elements to look for in candidates' answers to behavioral-based questions.
- Follow a structured method for evaluating candidates objectively.

Basic Leadership and Team Working Skills



- Identify key characteristics of leaders
- Understand your leadership style
- Build trust and confidence with employees
- Avoid behaviors that undermine leadership
- Understanding the characteristics of effective teams
- Harnessing the power of teams
- Making collaboration work for organizational success.

Managerial Effectiveness -

Successfully manage tasks, gain productive work habits and achieve more.



- Assess your productivity
- Understand why it is important to manage your priorities
- Describe obstacles to managing your priorities
- Learn how to prioritize your tasks, activities and responsibilities
- Employ strategies to make the best use of time
- Recognize the causes of procrastination and implement tips to overcome procrastination.
- Use a four-step strategy to make to-do lists manageable.
- Clear out clutter and organize your workspace.
- Understand how to make the transition into management
- Avoid the common pitfalls that derail new managers
- Explore ways to effectively delegate work and encourage employee development

Becoming a leader – Harnessing your Emotional Intelligence



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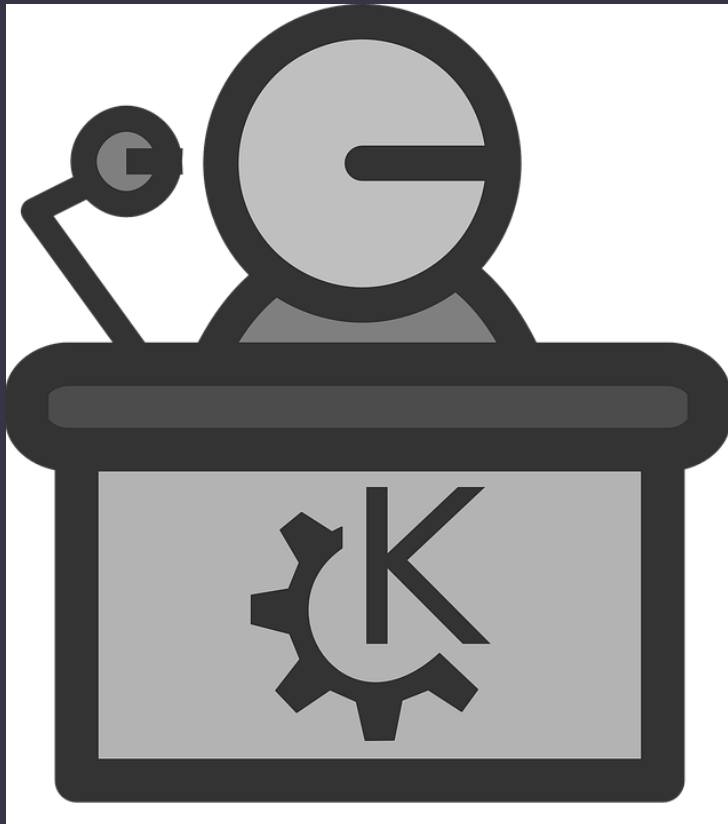


- Develop your level of emotional intelligence
- Identify negative consequences of unmanaged emotions on your personal effectiveness
- Describe the importance of emotional intelligence to building good relationships
- Increase your empathy and social skills
- Practice techniques to achieve greater self-awareness, self-control, and self-motivation
- Understand how emotional intelligence can be applied at the workplace to enhance employee relationships and increase productivity

DELIVERING HIGH IMPACT PRESENTATIONS



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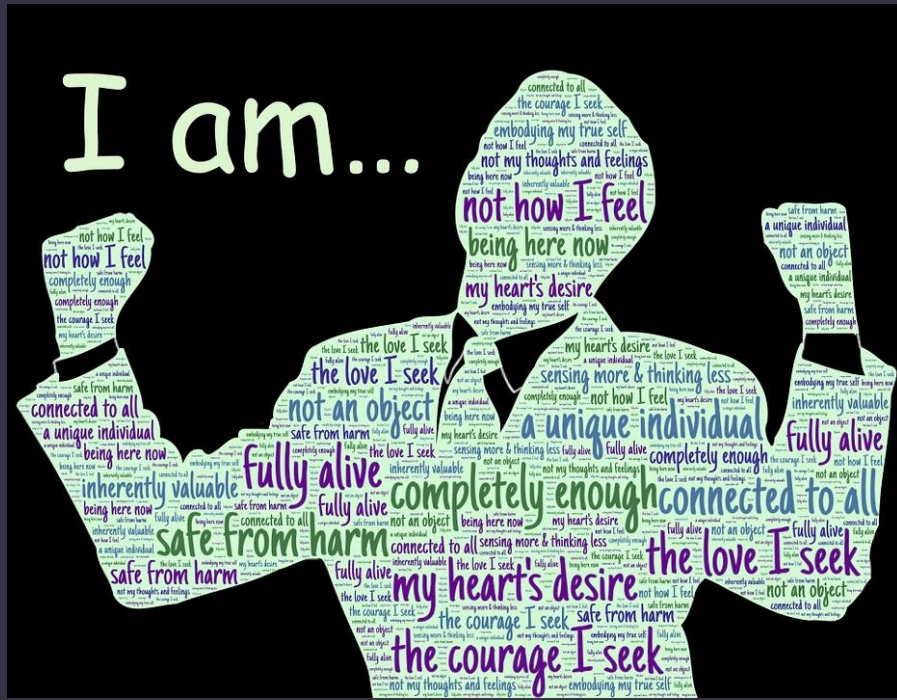


- Improve your current levels of Presentation Skills.
- Help you become a confident and compelling public speaker
- Equip you to deliver great presentations by communicating effectively with the right delivery, content and slides
- Communicating complex ideas successfully
- Coping with the fear within
- Creating effective presentation visuals
- Selecting the best format for your audience
- Learning to avoid common presentation mistakes

Self Leadership & Personal Accountability – Taking responsibility for your life and accountability for results



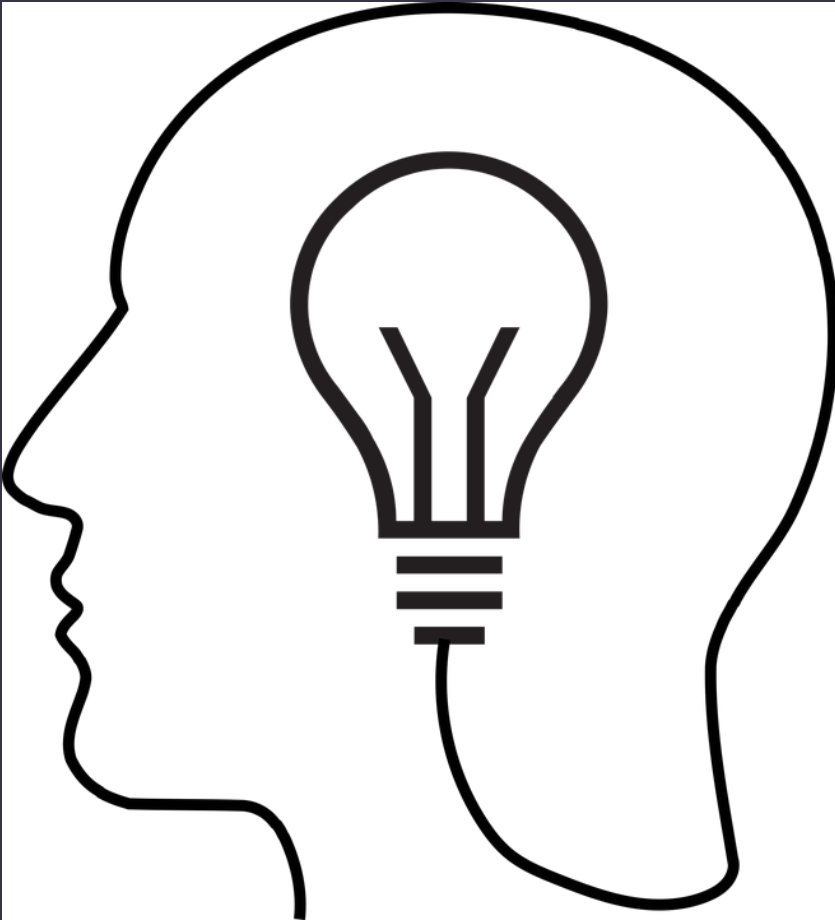
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- What is self-leadership? Developing your self awareness, self confidence and self efficacy
- Bouncing back from adversity and building your self-esteem as a foundation of resilience
- Use flexible thinking to overcome obstacles
- Define Accountability and learn how to recognize and measure it
- Understand the factors that impact individual accountability
- Enhance people's willingness to take accountability and responsibility for results

Thinking Skills

Combining Critical and Creative Thinking



- Demonstrate the four characteristics of critical thinking to help you gather and assess the right information.
- Follow the three-step process of critical thinking to ensure you thoroughly review issues and potential solutions
- Recognize and avoid the four critical thinking mistakes.
- Apply the process of critical thinking to real world issues
- Recognize common myths and misconceptions about innovation
- Use multiple intelligences to generate a variety of ideas
- Apply the characteristics of creative people to any problem or issue
- Follow a four-step process for team innovation
- Spot sacred cows in your organization

Train the Trainer



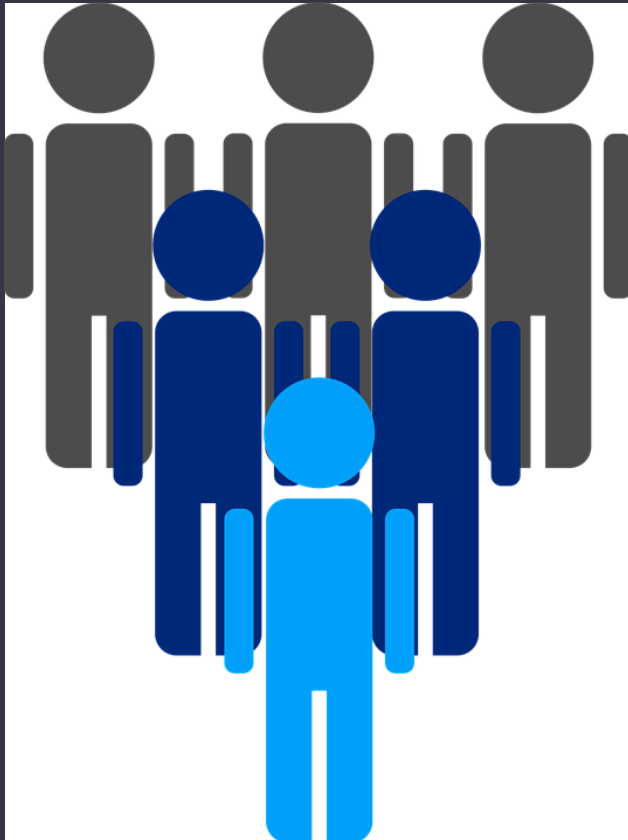
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- Develop purposeful, relevant training content that is well-organized.
- Determine the best process for keeping participants engaged throughout the training.
- Manage challenging participant situations to ensure everyone has a positive experience.
- Contribute to a positive, successful training experience by developing strong facilitation skills.

The Transformational Leader

Inspiring and Motivating Others to Achieve New Levels of Success

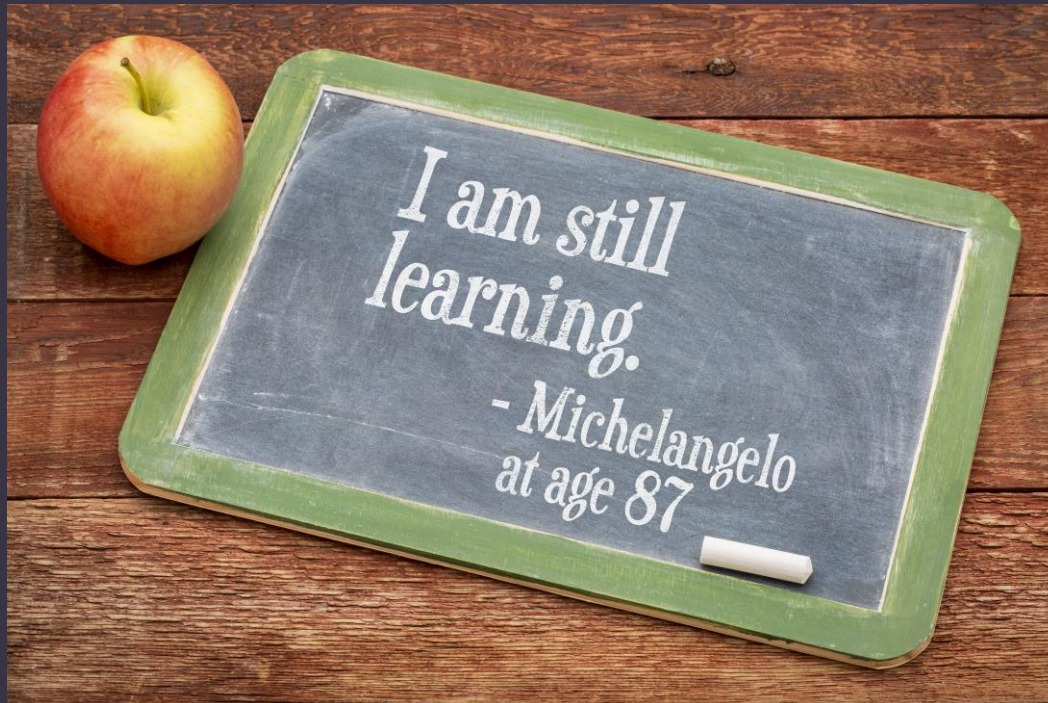


- Carry out the four components of transformational leadership.
- Identify your calling and share it with passion and purpose.
- Develop the elements of charisma and share impactful stories with others.
- Help others engage in critical thinking.
- Implement ideas to encourage creativity and innovation.
- Make personal connections with your followers and encourage their growth.

Training Brochure



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THANK YOU

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