

L	Course Name	Topics Covered	Recommended Duration	Target Audience	Model
B A S I C	Dress & Grooming etiquette	1.Poise 2.Dressing 3.Color Scheme 4.Body Language 5.Image Destroyer 6.Walking & Greeting	8-10 Hours	1.All in the Organization 2.Customer facing Profiles 3. Operation Teams	- Classroom - Follow-up on Coaching sessions
	Telephone etiquette	1.Basics of Telephone Etiquette 2.Dealing with Angry Callers 3.Telephone Courtesies 4.Voice mail Guidelines 5.Call Processing systems 6.Continuing the Conversation	8-10 Hours	1.All in the Organization 2.Customer Interacting Profiles 3.Front office profiles 4.Maketing & Sales teams	- Class Room Session - Case Studies - Demos
	Customer Centricity	1. Customer Optimization 2. Customer Priortization 3. Responsive to customer's expectation 4. Responding Emphatically 5. Inter-Department communication and collabaration 6. Prioritizing customer feedback and implementation	8-10 Hours	1.All in the Organization 2.Customer Interacting Profiles 3.Front office profiles 4.Maketing & Sales teams	- Class Room Session - Case Studies - Demos
	Inter Personal Skills	1. Identifying the skills for development 2. Focus on building long-term relationships 3. Effective Communication 4. Personal Ethics 5. Eradicating roadblocks preventing team work 6. Resolving conflicting opinions	8-10 Hours	All in the Organization	- Class Room Session - Demos
	Basic Communication Skills	1. Verbal and Non-Verbal 2. Establishing Rapport 3. Improving listening skills 4. Identifying barriers in communication 5. Body language	8-10 Hours	1.All in the Organization 2.Customer Interacting Profiles 3.Front office profiles 4.Maketing & Sales teams	- Class Room Session - Demos
	New-Hire Orientation	1. Purpose of orientation 2. Orientation procedure 3. Role of Human Resources 4. Supervisor responsibilities 5. New employee responsibilities	6-8 Hours	New Hires	- Class Room Session - Video Presentation
	Basic English	1. Reading and understanding phrases 2. Writing skills 3. Spelling 4. Grammer 5. Sentence structure 6. Speaking and listening	6-8 Hours	1.All in the Organization 2.Customer Interacting Profiles 3.Front office profiles 4.Marketing & Sales teams	- Class Room Session - Mock Sessions
	Assertive Communication Skills	1. Roadblocks to assertiveness 2. Techniques for determining and planning to be assertive 3. Effective way to express assertiveness 4. How to deal with issues instead of emotions assertively	16 Hours	1. Customer Interacting Profiles 2. People Management profiles 3. Marketing and Sales teams	- Class Room Session - Case Studies - Demos

L E V E L 1	Supervisory Skills	<ol style="list-style-type: none"> 1. Effective Communication 2. Leadership ability 3. Adaptation to and implementation of changes 4. Getting organized 5. Team and people building skills 6. Producing results 	16 Hours	<ol style="list-style-type: none"> 1. People Management profiles 2. Marketing and Sales teams 	<ul style="list-style-type: none"> - Class Room Session - Case Studies - Demos - Mock ups
	Problem Solving Skills	<ol style="list-style-type: none"> 1. Focus on the solutions 2. Solving problem with an open mind 3. View the situation objectively 4. Lateral thinking 5. Right skills to resolve the problems 6. Personal resilience to handle the situation 	16 Hours	<ol style="list-style-type: none"> 1. Trouble shooting profiles 2. Team Leads 3. Mid Mangement 4. Senior Management 	<ul style="list-style-type: none"> - Class Room Session - Case Studies - Demos - Mock ups
	Decision Making Skills	<ol style="list-style-type: none"> 1. Decision making models 2. Choosing between options by analysis 3. Deciding to go ahead with the decision or not 4. Financial decisions 5. Improving decision making skills 6. The impact of ethics and values 	16 Hours	<ol style="list-style-type: none"> 1. Mid Management 2. Senior Management 3. Sales and Marketing Teams 	<ul style="list-style-type: none"> - Class Room Session - Case Studies - Demos - Mock ups - Field Experience
	Spoken English	<ol style="list-style-type: none"> 1. Thinking in English 2. Improve word power 3. Improving pronunciation 4. Improving speaking by reading 5. Exercises 	16 Hours	<ol style="list-style-type: none"> 1. All in the Organization 2. Customer Interacting Profiles 3. Front office profiles 4. Marketing & Sales teams 	<ul style="list-style-type: none"> - Class Room Session - Demos - Video Presentations
	Time Management	<ol style="list-style-type: none"> 1. Prioritizing 2. Time 'thieves' 3. Top Time Management Mistakes 4. Time Management Techniques 	16 Hours	<ol style="list-style-type: none"> 1. Team Leads 2. Managerial Staff 3. People Management Staff 	<ul style="list-style-type: none"> - Class Room Sessions - Exercises - Case Studies
	Customer Sensitivity	<ol style="list-style-type: none"> 1. Customer Optimization 2. Customer Priortization 3. Responsive to customer's expectation 4. Responding Emphathetically 5. Initzing customer feedback and implementation 	16 Hours	<ol style="list-style-type: none"> 1. All in the Organization 2. Customer Interacting Profiles 3. Front office profiles 4. Marketing & Sales teams 	<ul style="list-style-type: none"> - Class Room Session - Case Studies - Demos
	Conflict Management	<ol style="list-style-type: none"> 1. Conflict resolution 2. Understanding confliction and various styles 3. Conflict resolution process 	16-22 Hours	<ol style="list-style-type: none"> 1. Team Leads 2. Managerial Staff 3. People Management Staff 	<ul style="list-style-type: none"> - Class Room Session - Case Studies - Demos - Video Presentaions - Corporate Pep Talk
	Working in Teams	<ol style="list-style-type: none"> 1. Articualtion of the team's common goal 2. Defining roles to achieve the goal 3. Building of effective and cohesive team 4. Establishing effective communication 	16-22 Hours	<ol style="list-style-type: none"> 1. Team Leads 2. Managerial Staff 3. People Management Staff 	<ul style="list-style-type: none"> - Class Room Session - Case Studies - Demos - Video Presentaions - Corporate Pep Talk
	Public Speaking	<ol style="list-style-type: none"> 1. How to prepare 2. Organizing thoughts 3. Making of notes 4. Logical and coherent development of the subject 5. Overcoming nervousness 	16-22 Hours	<ol style="list-style-type: none"> 1. Staff / EE who face the Media 2. Staff / EE who face the audience frequently 	<ul style="list-style-type: none"> - Class Room Session - Case Studies - Demos - Video Presentaions - Corporate Pep Talk

L 2	Stress Management	<ol style="list-style-type: none"> 1. Recognizing stress symptoms 2. Effective ways to reduce stress 3. Improving Emotional Intelligence 4. Power of positive thinking 5. Organizing and planning of tasks 6. Overcoming unbecoming habits 	16-22 Hours	1. All in the Organizations	<ul style="list-style-type: none"> - Class Room Session - Case Studies - Demos - Video Presentaions - Corporate Pep Talk
	Change Management	<ol style="list-style-type: none"> 1.Preparing for Change 2.Causes of Resistance 3. Phases of Change 4. The ADKAR Model for Change 5. What is your Role? 6.Measuring Effectiveness 	16-22 Hours	<ol style="list-style-type: none"> 1. Team Leads 2. Managerial Staff 3. People Management Staff 	<ul style="list-style-type: none"> - Class Room Session - Case Studies - Demos - Video Presentaions - Corporate Pep Talk
	Integrative Thinker	<ol style="list-style-type: none"> 1. Active Listening 2. Negotiation Skills Theory 3. Application of Skills 4. Thinking Process 	16-22 Hours	<ol style="list-style-type: none"> 1. Team Leads 2. Managerial Staff 3. People Management Staff 	<ul style="list-style-type: none"> - Class Room Session - Case Studies - Demos - Video Presentaions - Corporate Pep Talk
A D V A N C E	SIPOC	<ol style="list-style-type: none"> 1. Process basics 2.SIPOC Basics 3. SIPOC Interpretations 4.SIPOC and Data Collection 	6-8 Hours	<ol style="list-style-type: none"> 1. Team Leads 2. Managerial Staff 3. People Management Staff 	<ul style="list-style-type: none"> - Class Room Session - Case Studies - Consultation Sessions - Implementation Support
	TPM	<ol style="list-style-type: none"> 1. TPM Basics 2. TMP Steps 3. Effective use of TPM 4. Uses of TPM 	6-8 Hours	<ol style="list-style-type: none"> 1. Team Leads 2. Managerial Staff 3. People Management Staff 	<ul style="list-style-type: none"> - Class Room Session - Case Studies - Consultation Sessions - Implementation Support
	Process Mapping	<ol style="list-style-type: none"> 1. Process Map Basics 2. Process Mapping Techniques 3.Process Mapping Steps 4. Process Input Variables 5. Uses of Process Maps 	6-8 Hours	<ol style="list-style-type: none"> 1. Team Leads 2. Managerial Staff 3. People Management Staff 	<ul style="list-style-type: none"> - Class Room Session - Case Studies - Consultation Sessions - Implementation Support
	FMEA	<ol style="list-style-type: none"> 1. FMEA Basics 2. FMEA Process Steps 3. Example 4. Benefits of FMEA 	6-8 hours	<ol style="list-style-type: none"> 1. Team Leads 2. Managerial Staff 3. People Management Staff 	<ul style="list-style-type: none"> - Class Room Session - Case Studies - Consultation Sessions - Implementation Support