

# GEM Leadership Development Program

*Corporate Coaching and Management Training series*



**GNOSIS ENRICHMENT & MANAGEMENT ©**

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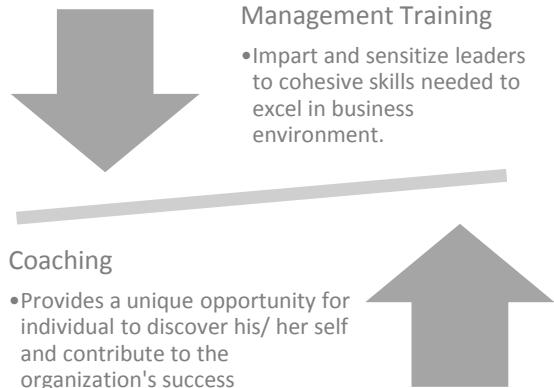
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# GEM Leadership Development Program

## About GLDP

Successful businesses know that investing in the next generation of leaders is critical to sustaining competitive advantage and achieving corporate growth over the long term. GLDP comprises of 2 essential complementary elements of Management development viz. Management Trainings and Corporate Coaching.

Management Trainings and Coaching complement each other and complete the jigsaw puzzle of unleashing the true potential in Leaders.



### Management Trainings

- Unique Value alignment exercise
- Jargon-free experiential Learnings
- Option to conduct at our 42-acre lush green campus near Bangalore.

### Corporate Coaching

- By panel of highly respected industry veterans, certified professional coaches
- First in India unique "Coaching Disc" approach allowing client to arrive at solution without disclosing problem to coach

## Document Content:

This document contains following sections:

1. GEM Management Training Program Series

# GEM Management Trainings



## Introduction

Management is the art of creating an environment where people can learn, take initiative and feel empowered enough to take measured personal and professional risk.

Virtually all major strategic initiatives have to be carried out by the middle managers.

Their flexibility and leadership skills will determine how able they are able to tailor and adapt initiatives to the organization's changing requirements.

A strong middle management team will produce outstanding operational results, easing the need for top managers to oversee and intervene directly in day-to-day operations. A well-functioning middle management team also will proactively create a constant stream of new initiatives to remedy problems and seize new opportunities. Middle management excellence is the key leverage point for great performance. Below is list of Management Trainings offered by GEM and its overview is given in Appendix 1.

Sr #	Course Name	Duration	Course Code
1	Time Management	1 day	GEM101
2	Stress Management	1 day	GEM102
3	Effective Communication	1 day	GEM201
4	Assertiveness	1 day	GEM202
5	Employee Engagement	1 day	GEM301
6	Change Management	1 day	GEM302
7	Creative Thinking	1 day	GEM401
8	Coaching for Performance	1 day	GEM501
9	Conflict Resolution	1 day	GEM502
10	Customer Centricity	1 day	GEM901

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*"If your actions inspire others to dream more, learn more, do more and become more, you are a leader."*

*John Quincy Adams*

# Time Management

## Overview:

Since a day has only 24 hours and business does not wait, we are left with the only choice of Managing Time. By using the tips, techniques and common sense advice from this session, you'll able to free up your schedule and gain more productivity. It all boils down to using your time more effectively.

One must strike a balance between what he/she is doing and what he/she should be doing. Once you are aware of this, you're on your way to getting 'more' done.

And finally, you'll learn how to set priorities, devise "to do" lists and reduce stress simply by doing what the experts do in effective time management.

## Who should attend?

Professionals wanting to make realistic goals and manage time more effectively while achieving 'more' with less stress.

## Objective:

Participant would be able to analyze how he/she currently uses his/her time, by identifying time wasters, setting goals and priorities to better use time, and by applying time-saving tips.

## Duration:

1 day

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*"Most of us spend too much time on what is urgent and not enough time on what is important."      Stephen Covey*

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# Stress Management

## Overview:

It may seem that there's nothing you can do about stress. But one always have more control than he or she thinks. Stress management starts with identifying the sources of stress in your life. Later, managing stress is all about taking charge: of your thoughts, emotions, schedule, and the way you deal with problems.

Stress is best managed by nipping it in bud.

This course created awareness to the signals of distress, the changing workplace and that effect on you, avoiding burnout, and several practical tips to contain/avoid stress situation.

## Who should attend?

Anyone who would like to understand stress complications and manage stress effectively.

## Objective:

By the end of this session, you will be able to understand stress and overcome its risks by practicing stress reduction techniques.

Duration:

1 day

*"Behind every stressful thought is the desire for things to be other than they are."* — Toni Bernhard

# Effective Communication

## Overview:

Communication with colleagues is no longer just a matter of having a good working relationship. Today, successful communication has become a business imperative and an ingredient for success. It's the art of savvy business interaction. Since most of our day (about 80%) is spent communicating -why not communicate with clarity, authority and power?

So, one of the key focus areas of a manager is to be an effective communicator of the strategies set by the top management to their peers and subordinates, as the same time understand the kinds of filters to be used and when to use. Similarly it is important to escalate business environment issues to the top management in a systematic manner.

During this session, participants identify their strengths and weaknesses through a personal exercise and group participation. They will understand various communication barriers by working on case studies and work in small groups to discuss barriers to communication. Participants will also complete a short exercise to illustrate how these barriers apply to everyday life.

## Who should attend?

Those who want to master the keys to communication for handling any communication situation with greater flexibility, confidence and professional presence.

## Objective:

By the end of the course, participant will be able to use interpersonal communication techniques to communicate more effectively in workplace

## Duration:

1 day

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*The single biggest problem in communication is the illusion that it has taken place.*      - George Bernard Shaw

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# Coaching for Performance

## Overview:

Coaching is fairly new but extremely powerful and dynamic new discipline. Since its inception in early 90's, coaching has become a must for progressive work environments. Many of today's top performing organizations and individuals turn to coaching to achieve success or to gain an advantage over competitors. Coaching helps professionals at all levels to perform at their full potential.

Successful coaching requires trust, respect, sincere interest and personal regard as well as finely tuned interpersonal communication skills. It's a rigorous process intended to enable truly exceptional performance over an extended period of time. It applies advanced models and techniques to bring out the best in your employees. These methods can also be used in coaching yourself toward peak performance.

By attending this workshop, you'll learn the basic theory and techniques of coaching. Find out what drives you and those around you, and begin to tap into the reserve making your organization top notch.

## Who should attend?

Those who want to understand coaching and help themselves and others improve their performance and achieve their goals.

## Objective:

By the end of the course, you'll be able to use specific coaching techniques to enhance your performance as well as those whom you coach.

## Duration:

1 day

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*"Who, exactly, seeks out a coach? Winners who want even more out of life."* ~ Chicago Tribune

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# Conflict Management and Resolution

## Overview:

Conflicts are the situations of tension where two or more parties, who are dependent on each other, try to realize ways of thinking, of feeling or plans of acting, which are seeming to be or are really not compatible. The parties are aware of their opposition.

Conflicts can potentially cause drastic drop in productivity, undue stress, missed deadlines and attrition.

This course creates awareness about factors causing conflicts, how to react in conflict situations and practical tips on managing conflicts. The course also covers basics of mediation as a technique for conflict resolution.

## Who should attend?

Anyone who would like to understand conflicts and develop skills to manage and resolve it effectively. Those who face conflicts and/or are in responsible position to resolve conflicts.

## Objective:

To develop awareness about the existing situation of tension, the connected attitudes, feelings and tendency towards ways of acting which may not be compatible.

To develop options in dealing with the conflict process and to develop competencies for conflict resolution.

To obtain decision-making powers to resolve the conflict situation.

## Duration:

1 day

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*"I am at peace with God. My conflict is with Man."*

*Charlie Chaplin*

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# Employee Engagement

## Overview:

Engaged organizations have strong and authentic values, with clear evidence of trust and fairness based on mutual respect, where two way promises and commitments – between employers and staff – are understood, and are fulfilled. Engaged employee is one who consistently acts in best interest of the organization.

Courses not only emphasize importance of employee engagement but also focus on how to measure employee engagement, nurture, foster it and evolve employee engagement from a transactional approach to strategic initiative.

## Who should attend?

Leaders who are responsible for managing people

## Objective:

To sensitize participants to most important factors impacting Employee Engagement. Participant would be able to implement several tips ranging from quick wins to long term strategic initiatives for sustained employee engagement.

## Duration:

1 day

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*"To win in the marketplace you must first win in the workplace."*      - Doug Conant, CEO of Campbell's Soup

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# Change Management

## Overview:

Changes are inevitable for an organization to progress. One cannot stop change, but can learn to move with it. Managing people change is a critical skill in today's world of rapid and continuous change. A carefully planned approach ensures that problems are anticipated and opportunities seized.

Understand various responses to change – Victim, bystander, critic, and navigator. We need to plan for change by involving team/ stakeholders and constantly communicate. Most importantly, don't let up. We need not fear change management.

A key to organizational change management is to focus on value adding results that would prevail after the change, without loss of enthusiasm or positive and supportive attitude.

## Who should attend?

Any manager who need to manage, communicate, and implement changes. These changes may be impacting him/herself or the team member or stakeholders. Change could be result of reorganization, customer requirement change, attrition, conflicting personal priorities or any other business or personal triggers.

## Objective:

Change management course helps participants to lead their staff in new directions.

## Duration:

1 day

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*"Only the wisest and stupidest of men never change"*

- *Confucius*

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# Customer Centricity

## Overview:

We are all in the customer service business whether we realize it or not. Every day, we interact with “customers.” They could be our peers, supervisor, clients or even the public. How we interact with others can make the difference in organizational and personal success. Recurring customer service incidents, or even a single miscue, could have consequences or career impacts.

Participant learns the fundamental techniques and skills needed to excel in your interactions with all types of customers. This one-day course will show you what it takes to provide exceptional customer service.

Learn to “put a smile in your voice” when dealing with others. Through various experiential learnings you improve your verbal communications, positive thinking, and problem solving in a way that will significantly enhance your customer service skills and career potential.

## Who should attend?

Those interested in sharpening their communication skills when interacting with internal and external customers.

## Objective:

By the end of the course, you will be able to use the tips and techniques prescribed to excel with your interpersonal communications in any situation.

## Duration:

1 day

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*“If you’re not serving the customer, your job is to be*

*serving someone who is.*

*Jan Carlzon, ex-CEO SAP*

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# Assertiveness Skills

## Overview:

Assertiveness means to be honest and forthright – and still support the opinions and feelings of others. Gain the confidence and competence to display assertiveness over uncontrolled aggressive behaviour.

Assertiveness is often confused with aggression because aggressive people adopt 'I win – you lose' mentality to achieve their objectives. Assertiveness aim is to solve the problem and get the best result.

Participants learn how to deal with issues, instead of emotions in an assertive confrontation and the most effective way to share personal views. Additionally, learn various approaches to deal with conflict and why our actions affect others behaviour (Transactional Analysis).

## Who should attend?

Anyone who wishes to increase personal effectiveness by being assertive.

## Objective:

Participant will benefit with increase in work effectiveness and productivity, achieve greater control of their daily activities and overcome work stressors.

## Duration:

1 day

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*"No one can make you feel inferior without your consent."*

*- Eleanor Roosevelt*

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# Creative Thinking

## Overview:

Creative thinking is not something you are born with; it is a skill that can be improved with practice. The brain can be likened to a well-designed car; it needs an efficient driver to exploit its full potential.

There is always another way to do it, it might be cheaper, quicker or sell more. Creative thinking and writing is a great asset.

With so many developing companies the need to come up with a fresh look and to get and keep the competitive edge, is immense. Course on creative thinking provides understanding of factors stimulating or inhibiting creativity, and techniques to give you a wide choice of options to stay ahead of the competition.

## Who should attend?

Anyone who would contribute to the organisation through innovative and creative thinking.

## Objective:

Participants develop their own creativity and the creativity of others to enhance productivity at work. He/she will learn simple creative thinking tools and apply techniques to generate creative ideas.

## Duration:

1 day

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*"You see things and say why? But I dream things that never were  
and I say, why not?"*

- George Bernard Shaw