



Empowering You

SEARCH 4 EXCELLENCE

PEOPLE MANAGEMENT

INDEX

Managerial Effectiveness	2
Planning and Time Management	5
Conflict Management	8
Problem Solving and Decision Making	11
Growth Mindset	14
Teambuilding	17
Negotiating with Influence	20
Trainer the trainer	23

MANAGERIAL EFFECTIVENESS

Key Takeaways

- **Understand and executive the following roles of a Manager:**
 - **Communication**
 - **Decision Making**
 - **Analysing**
 - **Goal Setting**
 - **Guiding**
 - **Empowering People**
 - **Role Model**

Target Audience

**FIRST-TIME MANAGERS TO
SENIOR MANAGERS**



40 HOURS

Training Duration

	Roles of a manager	Managerial influence	Effective team development	Time management	Decision making and problem solving
KEY CONCEPTS COVERED	<ul style="list-style-type: none"> • Roles I am currently good at • Roles I need to learn • Passion triangle <ul style="list-style-type: none"> ◦ Dynamism ◦ Optimism ◦ 100% Efforts 	<ul style="list-style-type: none"> • Locus of Control • Circle of influence and control • Managerial styles 	<ul style="list-style-type: none"> • Inclusion, cooperation, transparency • Communication styles • Johari window • The art of giving and receiving feedback • X and Y theory 	<ul style="list-style-type: none"> • Setting SMART goals • Effective planning • Prioritization matrix • Effective delegation • Monkey management 	<ul style="list-style-type: none"> • Importance of decision making • Questions to ask before making a decision • Decision making techniques • Problem solving techniques
EXPECTED OUTCOME	Understand your role and the need to have passion	Understand to not dwell on things that are out of your control and identify your managerial style	Build open and transparent relationships	Manage time effectively by setting smart goals, prioritization and delegation	Effectively make decisions and come up with innovative solutions



PLANNING AND TIME MANAGEMENT

Key Takeaways

- Plan tasks and manage their time
- Prioritize and focus on work effectively
- Plan and track projects to ensure on time completion
- Delegate tasks to subordinates effectively

Target Audience

**MID-LEVEL TO SENIOR
MANAGEMENT**



16 HOURS

Training Duration

	Introduction to Time management	Goal setting	Prioritization	Effective Delegation
KEY CONCEPTS COVERED	<ul style="list-style-type: none"> • Importance of time management • Parkinson's law of time stretch • Effects of procrastination 	<ul style="list-style-type: none"> • Setting effective SMART goals 	<ul style="list-style-type: none"> • Stephen Covey's prioritization matrix • Eliminating time wasters • Effectively making time • Saying 'no' 	<ul style="list-style-type: none"> • DECIDE model for delegation • Monkey management
EXPECTED OUTCOME	Understand the importance of managing time and effects of procrastination	Set smart goals	Identify and eliminate time wasters successfully and prioritize tasks	Effectively delegate tasks



CONFLICT MANAGEMENT

Key Takeaways

- Evaluate and understand the causes of conflict
- Understand different conflict-handling styles and choose an appropriate style based on the situation
- Handle conflicts constructively for positive outcomes
- Use mediation tactics to resolve conflicts among team members effectively
- Create a healthy work environment by reducing inter and intra departmental escalations

Target Audience

ACROSS ALL LEVELS



16 HOURS

Training Duration

	Introduction to conflict management	Handling conflict	Managing self and people
KEY CONCEPTS COVERED	<ul style="list-style-type: none"> • Types of conflict • Pros and cons of conflict • Stages of conflict • Causes of conflicts 	<ul style="list-style-type: none"> • Constructive and destructive ways to handle conflict • Thomas-Kilmann's conflict management model • Thomas-Kilmann Inventory 	<ul style="list-style-type: none"> • ABCDE model • Personality styles • Mediation
EXPECTED OUTCOME	Understand the basis of conflicts	Identify your and your team members' conflict management style	Manage emotions while in a conflicting situation and deal with people according to their personality styles



PROBLEM SOLVING AND DECISION MAKING

Key Takeaways

- Analyse problems from various angles to come up with effective solutions
- Use various tools and strategies to make objective decisions

Target Audience

**ENTRY LEVEL TO SENIOR
MANAGEMENT**



16 HOURS

Training Duration

	Decision making	Problem solving
KEY CONCEPTS COVERED	<ul style="list-style-type: none"> • Strategies for Decision making • Challenges faced during making a decision • Questions to ask before making a decision • Decision Making techniques- theory and practice example 	<ul style="list-style-type: none"> • Need for Problem solving • Challenges faced during problem solving • Effect of the right and left brain on problem solving • Problem solving techniques- theory and practice examples
EXPECTED OUTCOME	Make decisions efficiently while using various tools and techniques	Find innovative and quick solutions using tools and techniques



GROWTH MINDSET

Key Takeaways

- Understand the benefits of developing a learning/growth mindset
- Develop a proactive approach to seek opportunities to develop self
- Embrace challenges and get out of the comfort zone

Target Audience

ENTRY LEVEL



8 HOURS

Training Duration

	Fixed vs Growth Mindset	Reactive vs Proactive manager	Need for Prioritization	Developing growth mindset with team
KEY CONCEPTS COVERED	<ul style="list-style-type: none"> • Pros and cons of growth and fixed mindset • Characteristics of growth and fixed mindset 	<ul style="list-style-type: none"> • Difference between proactive and reactive managers • Characteristics of proactive and reactive managers 	<ul style="list-style-type: none"> • Prioritization matrix 	<ul style="list-style-type: none"> • GROW model
EXPECTED OUTCOME	Develop a growth mindset	Be a proactive manager	Effectively prioritize tasks	Empower team members to adapt to growth mindset



TEAMBUILDING (INBOUND/OUTBOUND)

Key Takeaways

- **Be self-aware and build an inclusive team**
- **Resolve conflicts by communicating in a productive manner**
- **Understand the importance of transparency within teams**
- **Collaborate with cross-functional teams to work towards common goals**

Target Audience

ACROSS ALL LEVEL



16 HOURS

Training Duration

	Bonding within team	Bonding with cross-functional teams
KEY CONCEPTS COVERED	<ul style="list-style-type: none"> • Johari Window • FIRO • Team Charter • VIGOR • Goal setting • Communication and feedback • Conflict Management • Collaboration • Mediation • Personality Styles 	<ul style="list-style-type: none"> • Stakeholder management • Conflict Management • Mediation • Bigger picture • Collaboration • Communication and feedback • Negotiation • Personality Styles
EXPECTED OUTCOME	Work together as one team in harmony	Look at the bigger picture and work together to achieve organizational goals



NEGOTIATING WITH INFLUENCE

Key Takeaways

- **Develop themselves as effective influencers who can contribute to corporate success on a higher level**
- **Build good relationships with external stakeholders that can positively influence the performance of the organization**
- **Hold a solid understanding of group dynamics and influence even without authority**

Target Audience

**MID TO SENIOR MANAGEMENT
BUSINESS HEADS**



8-16 HOURS

Training Duration

	Importance of influence while negotiating	The negotiation process: pre- negotiation	Selecting the right influence approach	The negotiation process: conclusion
KEY CONCEPTS COVERED	<ul style="list-style-type: none"> • Importance of building an influential personality • Qualities of an influential personality 	<ul style="list-style-type: none"> • Challenges faced while negotiation • Principles of negotiation • Principled vs Positioned negotiation • Importance and characteristics of principled negotiation • The negotiation framework 	<ul style="list-style-type: none"> • The expressive style of influencing <ul style="list-style-type: none"> ◦ Tell ◦ Sell ◦ Negotiate ◦ Enlist • The Receptive style of influencing <ul style="list-style-type: none"> ◦ Inquire ◦ Listen ◦ Attune ◦ Facilitate 	<ul style="list-style-type: none"> • Ending a negotiation <ul style="list-style-type: none"> ◦ Confirming Mutual Understanding ◦ Summarizing the Agreements ◦ Identifying a Safe Break Point ◦ Clarifying future steps
EXPECTED OUTCOME	Understand the need to be influential	Learn about the negotiation process	Use the right influencing style in the right situation	Come to a win-win and complete the negotiation process



TRAIN THE TRAINER

Key Takeaways

- Develop learning interventions and create relevant and actionable training solutions for corporate and other organizations.
- Reflect, discover and sharpen personal charisma that captivates the audience and serves well for contagious inspiration
- Organize the content in a way that will optimize interest, involvement, and learning
- Handle tough training situations with grace and tact.

Target Audience

INTERNAL TRAINERS



8-16 HOURS

Training Duration

	Diagnose	Design	Delivery	Deploy
KEY CONCEPTS COVERED	<ul style="list-style-type: none"> Getting to know the trainer within Audience analysis Training Need Analysis 	<ul style="list-style-type: none"> Need for effective content Designing group activities Training aids, tools and techniques 	<ul style="list-style-type: none"> Adapting effective delivery skills Becoming an impactful presenter Tools to make training session engaging 	<ul style="list-style-type: none"> Training measurement and effectiveness Presentation of individual modules
EXPECTED OUTCOME	Understand trainer and training	Design a full proof program	Successfully deliver the designed content	Practice





THANK YOU

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