



DELIVERING SUSTAINABLE GROWTH WITH TRACTION



A COMPREHENSIVE TRAINING STRATEGY

Emotional Intelligence One-on-One Coaching
VILT (Virtual Instructor Lead Live Training)

Thought Provoking * Action Oriented * Practical Guide

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INITIAL SUMMARY

Is your thinking in sync with your emotions?

If not, would you like to:

- Understand EQ vs IQ
- Improve Workplace Relationships
- Improve Decision Making
- Manage Differences
- Create Win-Win Situations
- Get Personalized, Experiential EQ Training



GENERAL OBJECTIVES:

- Understanding how our mind works
 - Individual Behaviors and Emotions
 - Cognitive dissonance, Unconscious bias and mental incoherence
 - Self-Awareness and Situational Awareness
- Learn the fundamentals of Emotional Intelligence
- Use emotional intelligence to examine how we see ourselves & others
- Eliminate biases, judgements and preconceived notions
- Enhance Relationships and Communication skills
- Improve Decision Making and Problem Solving
- Manage Differences and Create Win-Win Situations.
- Understanding Emotions in workplace
- Emotional Nutrition and Detoxification
- Having a behavior changing experience

LOGISTICS:

- One-on-one VIRTUAL INSTRUCTOR LED LIVE TRAINING.
- Conduct **Pre-Training Assessments** for customization. This is not an off-the-shelf training
- Training will be conducted virtually with take home activities
- **Optional Free post training** off-line support upon request



Our Vision

Create a workplace where:

- We “Get 100%, out of 100% of the Employees, 100% of the time” - James O. Rogers
- There is excellence in the workplace experience
- Productivity thrives
- Individuals adapt to unforeseen circumstances
- Senior team works toward a shared vision of success
- Genuinely care for one another, feel recognized, and receive support within the organization.



Our Commitment

We understand that you are embarking upon a major initiative where your main focus is on improving emotional intelligence in your organization. We are also aware of the importance of this initiative.

This proposal is based on our current understanding of your culture. We have yet to determine the specifics. At this point we don't know what we don't know.

We will customize it to reflect the findings of our analysis, talks and discovery.

We are ready to impress upon you that we have the drive and determination to fulfill your objectives for this project and are willing to come to you and make a presentation.



Encore's Philosophy

RESPECT the individual

We recognize that every group includes a wide range of individuals with differing needs and abilities. We work to create and maintain an atmosphere of openness and trust, and we value each individual's contributions.

DO RIGHT by the customer.

We always do the right thing. We strive to make every interaction with ENCORE a positive, friendly, and warm one. We care about our clients and want them to succeed, so we are always prepared to go above and beyond for them. We work to add exceptional value to every program or presentation.

LIVE with integrity.

Integrity isn't a 9 to 5 job for us. We put our core actions into practice every hour of every day. Living with integrity also means that we operate with consistency: What you see is what you get. What we say is what we do.

PROVOKE thought.

We train for lasting change and results. We can't get that if we don't make our process an active one. We don't bring about change if we do the thinking for our clients; so rather than provide answers, we offer tools that help people figure things out for themselves.

ENCOURAGE positive disagreement.

Organizations that stuff offices full of people unwilling to give honest opinions can't grow and maintain their vitality. We train our clients to welcome conflict and teach them to use it as a constructive force. Open dialogue, different ideas, and fresh perspectives are welcome and desired in all of our workshops and engagements.

SHOW, don't tell.

We recognize the many different ways individuals learn, and listening is only a small part of the process. All of our programs include active, hands-on learning to help participants boost their performance.

Why Encore

- Not just a Vendor but a **Partner** in your progress
- Our pre-training Comprehensive Assessments
- Experiential and Active learning vs Passive Learning
- We make learning a Fun Experience
- We show not just tell
- We Provoke your members to think
- Behavior Changing experience



Deliverables

Methodology

- 1) Pre-Assessment
 - a. HR objectives
 - b. Understand immediate report (Management) concerns
 - c. Customized Internal 360 Assessment
 - i. Skills and Behavior based anonymous Survey
 - ii. What others think about the Trainee?
- 2) Trainee Self-Assessment and Introspection
 - a. SWOT Analysis
 - b. What others think about me?
- 3) Making a game plan based on the Assessments
- 4) Getting the commitment from the trainee
 - a. Ground rules and logistics
 - b. Take home assignments and reading
 - c. Mody's 15 commandments
 - d. Changing behaviors and habits
 - e. Setting SMART goals
- 5) Ongoing guided self-Discovery by Trainee
 - a. Finding your passion and purpose
 - b. Discovering the Dark Shadow / Complexes / Biases
 - c. Journaling Emotional triggers (if needed)
- 6) VILT Coaching (bi-weekly) for 3 months
 - a. Suggested six sessions (2.5 hours each) totaling 15 hours
 - b. One-on-one interactive and experiential Coaching
 - c. Take home assignments
 - d. My style of asking questions to provoke the Trainee to think
- 7) Recap and Review
 - a. Post-training Assessments
 - b. Review SMART Goals
 - c. Optional Long-term Mentorship





Emotional Intelligence – Topical Outline

(Experiential activities throughout the training interaction)



INTRODUCTIONS AND WARMUP

- Review Objectives of this training
- How we learn
- *Individual Exercise - Thought provoking questions*

UNDERSTANDING INDIVIDUAL BEHAVIORS

- How our Mind works
 - 3 levels of brain
 - The two You's
 - Thoughts and memories
 - 4 functions of the mind
 - Brainwaves and awareness
 - Different types of Intelligence
 - Energy system
- The Biological process
 - How we feel
 - How we think
 - Decision making
 - Neural networks and learning
 - Multi-tasking
 - Heart brain connection
- Emotional Hijacking and self-destructive behaviors
- Our Shadow – The dark side of Cognitive dissonance, Unconscious bias and mental incoherence
- Power of Habits
- *Individual Activity – Mody's seven self attributes*

WHAT IS EMOTIONAL INTELLIGENCE



- *Activity - Brainstorm what is EQ*
- The Big Picture - Harmony of the mindset
- Review Current Models and Thinking
- Mody's Model
- Key Attributes (discuss in depth)
 - Self-awareness
 - Empathy
 - Self-Management
 - Social Intelligence
 - Self-Motivation
 - Humility

WHY IS EQ IMPORTANT?

- *Activity - Brainstorm why the understanding of emotional intelligence is important*
- Business world and EQ
- EQ vs IQ vs AQ
- EQ's relationship with performance and success

AWARENESS

- Staying in the present
- Mindfulness
- Taming the Shadow (Dark side)
- *Individual activity – Focus and concentration*

EMPATHY

- Walking in the other person's shoes
- Decoding body language
- Showing People, You Understand Their Feelings
- Creating win-win situations
- *Exercise in Pairs – Understanding*

HUMILITY

- Absence of Ego
- Attachment to Objects
- Willpower
- *Group Activity*

SOCIAL INTELLIGENCE AND TEAMWORK

- Working as a Team – Team EQ
- Building trust and relationships
- Role Model Behavior
- Creating influence with Humble Power



- Diluting Ego
- Team Sensitivity
 - Beliefs
 - Backgrounds
 - Personalities
 - Culture
- Inclusion vs. Exclusion
- *Exercise: Building Walls vs Building Bridges*

COMMUNICATION SKILLS

- What makes communication effective
- Elements of face to face communications
- The power of persuasion - Ethos, Pathos & Logos
- Listening for improved understanding
- The power of inquiry
- Decoding Body Language
- *Activity – Yes/And*

UNDERSTANDING AND MANAGING YOUR EMOTIONS

- 6 Universal emotions
- Common Triggers
- Situation-management
 - Positive Emotions and its effects
 - Negative emotions and its effects
 - Micro-aggression and expressions
- Using cognitive restructuring and mental coherence
- Power of slow and deep breathing
- How mindfulness works
- Working Your Way Out of a Bad Situation
- Developing a positive psychology

EQ IN YOUR WORKPLACE – POSITIVE WORK ENVIRONMENT

- *Activity - Brainstorm how we can use EQ in our workplace effectively*
- How EQ effects our work place
 - Toxic environment
 - Conflicts
 - Win-Lose situations
- Leveraging Positive Emotions
- Eliminating Negativity
- Culture of **POWER**
- *Activity in pairs – PRO/CON*



IMPROVING YOUR INDIVIDUAL PERFORMANCE

- Creating a Belief system
- Breathing, Relaxation, Mindfulness and similar activities
- Emotional Nutrition and Hygiene
- Finding the Shadow and Short-circuiting the Triggers
- Ability to choose:
 - Reaction
 - Response
- Right Mindset – Rewiring the brain (Neuro plasticity)
- Mody's **Ladder of 5 A's** of internal Self Development
 - Attitude
 - Awareness
 - Acceptance
 - Adaptability
 - Advocacy
- Stress and Anger Management
- *Individual Exercise: Your personal Action plan with SMART Goals*

LEADERSHIP AND MANAGEMENT SKILLS

- Qualities of high EQ people
- Becoming an emotionally intelligent Leader
- Management by exception
- Power of delegation
- Building credibility - Ethos, Pathos, & Logos
- Pull vs push Leadership
- Handling pressure

CLOSING

- *Finalizing your personal SMART Action plan*
- *Developing a personal commitment for change*
- Recap and review
- Answer questions

Note: The above is based on our current understanding of your organization. It may be modified and fine-tuned (where deemed necessary) based on our analysis and discovery during the planning stage. The core concept will remain the same.



Interactive & Experiential Learning

Active Rather Than Passive Training:

Our training combines hands-on, interactive elements including discussion, engaging activities, visual aids, live speaking, and role-playing exercises. This active approach to training has been proven to increase understanding & retention for maximum results.

A Boutique Training Company:

We deliver a fully customized learning experience which aims at the heart of your specific needs and challenges rather than taking a one-size-fits-all, out of the box approach.

The key to learning that results in meaningful behavior change is creating an interactive session that uses learning techniques that actively engage participants. To this end our sessions use storytelling, humor and movement to enhance the dissemination and assimilation of core learnings. This is in addition to leveraging the following tools and methods to engage learning:

1. Discussion and Brainstorming – Facilitated discussion to provoke thought, encourage participant contribution, share resources and stimulate learning in a safe environment
2. Method Demonstration – Instructor demonstrates skill sets for participants to aid in understanding, to stimulate student interest and to provide a model to follow
3. Practice – Students put to action in real-time new skill sets
4. Cooperative Learning – Working in cooperative s, gaining from each participant's efforts creating an atmosphere of achievement
5. Role Play – Requires active involvement of participants and provides a safe environment to test new skills
6. Individual and Small Activities – Learning through self-assessment and reflection and through peer collaboration to come to great understanding through participants' efforts
7. Visuals – Reinforces key learning points, improving audience participation
8. Case Studies – Review actual cases that demonstrate the challenges leaders face and the choices that are made.

"Tell me and I forget.

Teach me and I remember

Involve me and I learn."

-Benjamin Franklin



Trushar Mody Managing Partner & Senior Trainer



Trushar Mody (known as Mody), is an accomplished business entrepreneur and mentor with over 35 years of experience in the printing, manufacturing, real estate, finance, retail, nonprofit and service industries. He is a thought leader in the field of Emotional Intelligence (EI) as it applies to business success.

Mody's approach to professional training and consulting not only facilitates the learning and retention of information, it helps clients increase sales and operational efficiencies, as well as improve relationships and reduce stress.

He has designed, developed and conducted a broad range of transformative quality professional development training programs (both soft and hard skills) in technical and non-technical courses for both in-house and corporate clients. He is well versed in adult learning theory, learning styles, training methodologies and adult motivation techniques.

Mody is also experienced in launching, planning, managing, and executing learning projects and complex business operations resulting in win-win situations. He brings strong organizational, analytical, technical, problem-solving and people skills with hands-on approach.

He is also a community leader, rainmaker, and an outside-the-box contrarian thinker.



Client Satisfaction

In 2018, Encore Consulting Group worked with chain of medical units in New York, training everybody across the boards at all positions and levels for over a of 1,000 employees.

At the end of the training, we summarized the scores we were given by each trainee and received an average score of **4.79 out of 5**.



Here's what our customers are saying about us:

- 1) "Really enjoyed the different perspectives with regards to diversity, particularly diverse personalities and the different attributes they bring. Also enjoyed the use of the self-reflection in different ways and methods to improve. Would definitely recommend the presenter as well as the material covered."
- 2) "Presenter did an outstanding job in engaging the class throughout the day with regards to the material. Not many training classes keep my interest but I truly enjoyed this one. Loved the group exercises."
- 3) "I thought the class was very enlightening regarding the different perspectives of thought in diversity. Made me realize some of the things I need to work on for myself."

CLIMBING THE SOFT SKILLS LADDER





Partial Client List



HOLLAND AMERICA GROUP





References

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Next Steps:

To get the most out of this customized training program, follow these steps:

1. Read the topical outline in the previous pages
2. Give us a call to discuss
3. Discuss the pricing with us
4. Get the necessary approvals for this training
5. Secure the delivery dates
6. Determine a discovery and pre-assessment call with our trainers
7. Now relax – we will do the rest.

Don't hesitate to reach out if you have any questions!
Call us at 678-766-6666 to discuss.

