



**DELIVERING SUSTAINABLE GROWTH WITH TRACTION**



**A COMPREHENSIVE TRAINING STRATEGY**

## *Multi-Level Management Training*

*Thought Provoking  
Action Oriented  
Practical Guide*

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*Is your Management team leading effectively?*

*Or*

*Blindly following others without much interaction?*



*Does it need a new Direction and Energy?*

**If so, would you like to:**

- Have a professional, cohesive and dynamic team
- Develop clear communications skills
- Build relationship with trust and confidence
- Improve [Emotional Intelligence](#)
- Have a positive working environment
- Get Personalized, Experiential Management Training



# INITIAL SUMMARY

## TRAINING OBJECTIVES:

- Learn essential management skills.
- Develop leadership ability & grow your influence with role-model behavior.
- Reach peak performance in motivating, managing, and taking ownership.
- Learn to set expectations & communicate priorities.
- Improve professional presence & enhance inter-personal communication skills.
- Learn to transmit a positive attitude through voice, appearance, body language, & energy level.
- Learn to empower a team, equip them, and establish accountability.
- Develop greater emotional intelligence to build trust & confidence.
- Promote a positive working environment
- Having a behavior changing experience.



## LOGISTICS:

- Conduct **Pre-Training Assessments** for customization.
- Training will be conducted on-site.
- Training in small interactive format of upto 20 Trainees per batch.
- **Follow-up activities** that help retention.
- **Free post training** off-line support to each individual Trainee.



## 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 customer service experience
- Productivity thrives
- Individuals adapt to unforeseen circumstances
- Senior team works toward a shared vision of success
- Team members 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 Customer Service skills. We are also aware of the importance of this initiative.

This is based on our current understanding of your organization & needs. 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.**



## 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
- References
- We make learning a Fun Experience
- We show not just tell
- We Provoke your members to think
- Behavior Changing experience





## Our Approach

Strong teams are not created overnight. They aren't formed by policy, procedure, or measuring key performance indicators (KPIs).

High-performing cultures have alignment in values and mission. They build an environment where employees can bring their best to work in order to yield a high performing organization.

Our intention is to have a behavior changing transformation in your organization. We've seen organizations transcend their cultures and ignite success time and time again. Our goal is to provide an experience that builds confidence and gives the tools to begin one of the most important journeys in your organization's history.



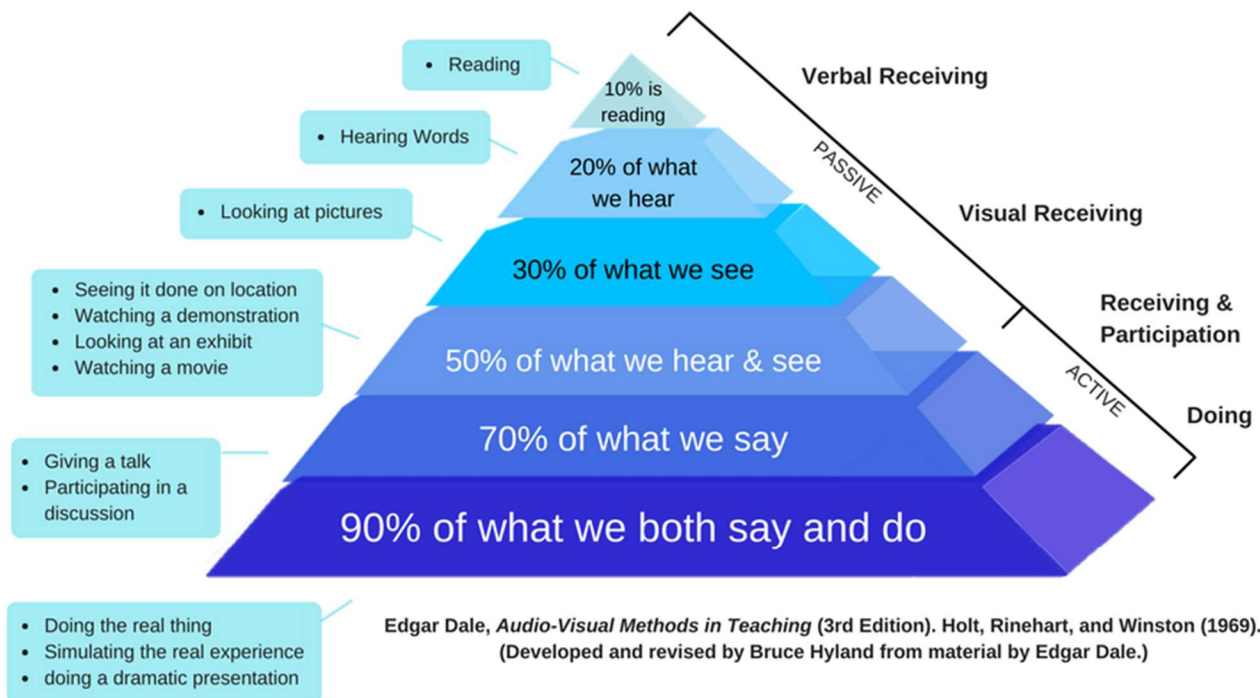


# Encore's Unique Techniques

- Culture and language integration. We will integrate your company's unique language into our training. Terms and particular situations exclusive to your company will be implemented as well.
- We incorporate the best of the East and West with our Wholistic approach.
- As a small company we are agile and adaptable to your company's schedule and training needs.

## Cone of Learning

*We Tend to Remember Our Level of Involvement*





# Training Curriculum

## Comprehensive Management Training

*(Experiential activities throughout the training interaction)*

These management trainings will ignite your team toward greater productivity and performance. The on-site workshops are packed with principles and skills that will empower your team to focus on efficiently managing their teams.

All of our training is objectives-based and highly-interactive. We integrate group activities, discussion forums and role-play exercises for permanent, long-term retention.

- INTRODUCTIONS AND WARMUP
  - Review Objectives of this training
  - Meet and greet – Warm up exercise
  - How we learn
  - How to create personal value
  - How to have fun on the job
- LEVEL 1 – Individual self-Management
- LEVEL 2 – Team Management Dynamics
- LEVEL 3 – Organizational management
- LEVEL 4 – Corporate management
- GOALS AND TARGETS
  - SMART goals
  - Work-life balance
  - Afternoon Group Exercise
- CLOSING
  - Finalizing your personal SMART Action plan
  - Getting the commitment
  - Recap and review
  - Words of Wisdom
  - Answer questions
  - Class Debrief





# Level 1 – Individual Self-Management

## Foundation for all Managers

- INDIVIDUAL BEHAVIORS
  - The process
    - How we feel
    - How we think
  - Bias, prejudice and stereotypes – how to deal with it
  - Suspending judgements – getting the complete picture
  - Emotional Bank Account
  - Controlling your Mindset– Right thinking
  - Right Knowledge
  - Overcoming fear and cultivating willpower
  - Role model behavior
  - Group exercise – Top 5 Role model behaviors
- HABITS
  - Power of Habits
  - Key habits - Group Activity
  - Pre-requisites of good management
  - Five essential qualities – Mody's A's
  - Overcoming procrastination
  - Willpower to create good Habits
  - Individual exercise – Improving your personal habits
- UNDERSTANDING EMOTIONAL INTELLIGENCE
  - Group Activity: Brainstorm - What is EQ?
  - Evolution of EQ
  - Harmony of the mindset
  - Review Current Thinking
  - Key Attributes
  - Individual Activity: Self-assessment Questionnaire.
- EQ IN WORKPLACE
  - Activity (Group): Brainstorm how EQ affects our workplace
  - How EQ effects our work place
    - Toxic environment
    - Culture
    - Conflicts
    - Win-Lose situations
    - Relationships
    - Self-control
    - Decision making



➤ IMPROVING YOUR INDIVIDUAL PERFORMANCE

- Intra-personal skills
- Inter-personal skills
- Ability to choose:
  - Reaction
  - Response
- Right Mindset
- Mody's 5 A's
- Productive Thinking- 3 types
- Inventory:
  - Knowledge
  - Inefficiencies (weakness)
  - Skills
  - Strengths
- Positive Emotions
- Negative emotions
- Common Triggers
- Crystalize the value you bring to the business
- Individual Exercise: Your personal Action plan with SMART Goals

➤ COMMUNICATION

- Activity - Clear and concise
- What makes communication effective
- Interpersonal Communication
- The power of persuasion - Ethos, Pathos & Logos
- Non-Verbal communication – giving the right message
- The tone of your voice
- The power of questioning – finding the real needs
- How to keep communications S.A.F.E.
- How to take charge of a conversation
- Avoiding communication breakdowns
- Creating value in your conversations
- Listening for improved understanding
- Speeches and presentation
- Difference between Conversation, Debate, Argument and Dialog
- Group Activity – Yes/And

➤ INDIVIDUAL LEADERSHIP SKILLS

- Meaning of success
- Understanding Corporate Mission / Values / Goals
- Improving your PCM (personality, character, maturity)
- Improving your soft skills
- Collaborate and build relationships



- Pull vs push Leadership
  - Create Win-win situations
  - Building trust and credibility
  - How to Manage Multiple Projects
  - Effective delegation
  - Individual Assessment – How do you know if you are a good leader
- **PLANNING YOUR IDEAL DAY - TIME MANAGEMENT**
- Individual Activity: Analyzing your routines
  - Managing your Tasks & Activities
    - Multitasking
    - Strategizing
    - Creating a Time Table
    - Pareto's Principle
    - Digital Tools
  - Dealing with Interruptions and distractions
  - Eliminating Time wasters
  - Time Management in Workplace
  - Individual Activity: Creating your personal plan by urgency and importance



## Level 2 – Team Management Dynamics

### For First-time and Junior Managers

- HIGH PERFORMANCE TEAM
  - Role Model behavior
  - Characteristics of a Successful Team
  - Team Mission
  - Team S.E.C.R.E.T.
  - Team Process
  - Understanding Organizational Differences
  - Power of influence – Individual Activity
    - Identify your areas of concern
    - Build your influence (model)
    - Actions you can take to increase your influence
  - Managing differences and conflicts:
    - Creating Win-win situations
    - Relationships
    - Diluting Ego
  - Time management and handling priorities
  - The Chief Happiness Officer
  - Group Activity – Win all you can
- BUILDING TRUST - RELATIONSHIP AND INFLUENCE
  - What is Relationship
  - Trust is earned
  - Assessing the situation
  - Inspiring your team
  - Being a magnet - Uniting & Bridging
  - Instilling Passion
  - Reinforcing Shared Goals
  - Understanding their Personality style and How It Affects Performance
  - Building Solid Rapport & Credibility
  - Deepening relationships.
  - Building an unbreakable trust
  - Class discussion: Share actual situation
- MANAGING Vs OPERATING
  - Understanding your role as a team leader and influencer
  - Creating modular micro-routine tasks
  - Setting rules and boundaries
  - Using Business Intelligence and Reporting
  - Power of delegating
  - Looking at the big picture



- Stop Micromanaging
  - Practicing LPI - Least Possible Interference
  - Group Brainstorming: You don't know what you don't know
- COACHING AND MENTORING
- The process of Transformational Coaching
  - Coaching is a two-way street
  - Working with SMART goals
  - Creating a High-Performance Coaching Culture in the workplace
  - Having checks, balances and accountability
  - Measuring performance
  - Giving and receiving Feedback
  - Qualities of a good coach
  - Having a system of effecting communication
  - Creating an environment of mutual trust
  - Earning respect and credibility
  - Rising from being a Coach to a Mentor to a "Guru"
  - Group activity: Questioning, Listening and giving feedback
- MOTIVATING
- Motivation is an inside job
  - Difference between Inspiration and Motivation
  - Using the power of persuasion
  - Working with human nature – creating the willpower
  - Encouraging entrepreneurial thinking
  - Linking motivation to performance
  - Attacking the "de-motivators"
  - Individual Exercise: Role model attributes
- GIVING AND RECEIVING FEEDBACK
- The sandwich method
  - Power of appreciation
  - Being constructive vs critical
  - Establishing clear expectations
  - Understanding the personality of others
  - Documenting performance
  - Developing an accountability culture
  - Avoiding unwanted feedback and suggestions
  - Taking the right action at the right time – Respecting privacy
  - Practicing humility (absence of ego)
  - Group exercise: Yes/and
- OWNERSHIP / RESPONSIBILITY / AUTHORITY
- Taking ownership





- Being a responsible team leader
- Being Accountability
- Balance between responsibility and authority
- Using Authority discretely
- Delegating effectively
- Being a Role Model
- Group exercise: Balance responsibility and authority in a given situation

➤ **MANAGING MILLENNIALS**

- Group Activity: Compare Gen-X, Gen-Y and Gen-Z
- Understanding Generation Y
- Understanding PCM (personality, character, maturity)
- Essential Management Skills for Gen-Y
- Bridging the generational gap
- Leading Millennials
- Handling Difficult Issues with Millennials
- How to communicate with Millennials

➤ **CUSTOMER SERVICE**

- Defining customer service excellence
- You are the organization's representative – take ownership.
- What to include in your customer service toolbox?
- Creating positive first impressions
- Using power of observation
- How to be customer advocate
- Being part of the solution not the problem
- Ten steps to soothing unhappy customers
- Anticipating customer needs & creating win-win situations
- Pull vs Push Customer Service
- Understanding changing customer expectations and their mindset
- Empathy is the key to outstanding customer service
- External vs Internal Clients
- Establishing rapport – Two-way relationship
- How to build Confidence
- Activity (group): It's not what you say but how you say



## Level 3 – Organizational Management

### For Department Heads and Senior Managers

- CHALLENGING WORKING ENVIRONMENT – CULTURE
  - What is culture?
  - Culture of Sharing and Caring
  - Working in harmony with your team & aligning common goals
  - Synching Visions and Values
  - How does your individual philosophy fit in?
  - Fostering Goodwill – creating a positive energy
  - Inclusion and Diversity
  - Why Communication is paramount for success
  - Recognize & Break down Invisible Walls
  - What makes a great organization
  - Working under stress
    - How to manage stress
    - Working under the influence of negative emotions
    - Preparing for the unexpected
    - De-escalating tension
  - Activity – PRO/CON
- INFLUENCE WITHOUT AUTHORITY – SOCIAL MOTIVATOR
  - Group exercise: How do you know you are a good Influencer?
  - Creating impersonal wealth
  - Your principles, morals and ethics
  - Servant Leadership
  - Living an unselfish life
  - Work Life balance
  - Create the right business Environment - Culture
  - Balancing the Stakeholders
  - Creating a sense of Belonging
  - Be part of the solution not the problem
  - Cultivating Humility
  - Being the “Chief Happiness Officer”
- PROBLEM SOLVING & DECISION MAKING
  - Assessing the situation
  - Considering alternatives
  - Creating Win-win situation
  - Decision making process
  - Soothing objections
  - Identify unsolvable problems and how to manage them
  - Group discussion: Worst case - Do something vs Do nothing



➤ **MANAGING CONFLICT**

- Identifying sources of conflict
- Understanding others with empathy
- Causes of conflicts & dissatisfaction
- Dealing with Difficult People
- Dealing with different personalities
- Dealing with Negative Emotions
- Managing differences
- Keeping communications S. A. F. E.
- Maintaining control and keeping cool
- Group demonstration: Pro/Con

➤ **CRITICAL THINKING**

- How our mind works
- Thinking outside the Box
- Deep thinking
- Thinking on your feet
- Constructive vs Abstract thinking
- Multitasking
- Shift your mental model to remove limitations
- Individual Exercise: Storyboarding, mind-mapping and Visualization

➤ **MANAGING MEETINGS**

- Group Exercise - Effective vs Ineffective meetings
- Importance of having an agenda, a Chairman and a timeline
- Pre-defined outcomes are a necessity
- Difference between a conversation, debate, argument and a dialog
- Who should be in the meeting and their pre-defined roles
- Providing context for the meeting & communicating the agenda
- Select topics that effect the entire team
- Roberts rule of Order
- Seek input from team members
- How long should a meeting last?
- Ending meetings with a game plan, action item and follow-up strategy
- Group activity: Debate – Meetings are toxic?

➤ **MANAGING A REMOTE WORKFORCE**

- Onboarding and Shadowing process
- Communication Strategy
- Setting Clear expectations and protocols
- Internal collaboration with a timeline
- Management by Exception vs Micromanaging



- Clarity in outcomes and purpose
  - Cultural alignment of goals and values
  - Relationships – Trust and influence
  - Reporting, tracking and feedback loop
  - Practicing transparency
  - Providing the right tools
  - Emotional stability
  - Using Digital tools and going paperless
  - Keeping boundaries between personal and professional
  - Reward good work
- ORGANIZATIONAL EFFICIENCIES AND PRODUCTIVITY
- MBO - Management by Objectives
  - MBE – Management by exception
  - Six Sigma method - DMAIC
  - Lean Management
  - Project Management and Collaborative tools
  - Individual activity: What can you automate and/or delegate?



## Level 4 – Corporate Management

### For C-Level Managers and Decision Makers

#### ➤ STRATEGIC THINKING

- Creating a Vision
- Having Values
- Defining Strategy and Mission
- Being a contrarian
- Thinking Short and Long
- Cultivating the right mindset
- Assessing the Risks
- Recognizing Opportunity
- Following your passion
- Dreaming – Thinking outside the Box
- Being an Incubator
- Managing Resources – Organizational efficiencies
- Risk Taking – Learning from failures
- Millionaire Mindset
- Exit Strategy and succession plan
- The Wholistic approach
- Individual activity: Describe yourself 5 years from now using Visualization

#### ➤ MANAGING CHANGE

- Fundamentals of change management
- Power of habits
- The process of change – Managing people & performance
- Obstacles to change
- Coping with Uncertainty and fear
- Know the importance of change and that it is constant
- Master the four stages of change
- Learn how effective inquiry can give greater understanding
- Develop more effective behaviors to handle change – Mody's 5 A's
- Acquire the ability to D.E.A.L. with change
- Group activity: Discuss changes that have happened in your Organization

#### ➤ DIVERSITY AND INCLUSION

- The process
  - How we feel
  - How we think
- Bias, prejudice and stereotypes – how to deal with it
- Suspending judgements – getting the complete picture
- Investigate how personality effects how we perceive others
- Understand how much we have in common





- Examine how we see ourselves and other
  - Develop techniques to build bridges to stronger relationship
  - Valuing differences – unity in diversity
  - Individual Activity – 5 attributes of a Leader you admire
- **TOTALLY RESPONSIBLE LEADER**
- Four Critical factors
    - Mental fitness
    - Psychical fitness
    - Social fitness
    - Meta-physical Fitness
  - Leading Others
    - Defining the scope of responsibility
    - Establishing clear expectations
    - Understanding the behavior of others
    - Documenting performance
    - Developing an accountability culture
    - Taking the right action at the right time
  - Having a sense of higher purpose
  - Individual Activity: What is your Bulls eye. Define your circles.
- **LEADER VS MANAGER**
- 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
  - Activity - Understanding Ego
- **THE FINANCIAL WIZARD**
- Defining the 3 financial objectives
  - The Z score – long term viability
  - Knowing the financial numbers, ratios and indicators
  - Comparing industry standards
  - Financial habits
  - Individual Activity: SMART goals
- **MANAGEMENT AND TECHNOLOGY**
- Being original and creative
  - Being a Technocrat
  - Having an inquisitive mind - Lifelong learning mindset
  - Embracing technology



- Improving Process and reducing costs
  - Failing is an option
  - The Adaptability quotient
  - Group Activity: New technology and our approach
- THE ENTERPRISING LEADER
- Recognizing Opportunity
  - Following your passion
  - Dreaming – Thinking outside the Box
  - Being an Incubator
  - Managing Resources – Organizational efficiencies
  - Risk Taking – Learning from failures
  - Millionaire Mindset
  - Exit Strategy and succession plan
  - Individual Activity – Creating your Board of Advisors
- SEEING THE BIG PICTURE - WHOLESTIC LEADER – Wearing 11 HATS
- The Technocrat
  - The Entrepreneur
  - The Communicator
  - The Business leader
  - The Chief Happiness Officer
  - The “Marketeer”
  - The Financial Manager
  - The Family Person
  - The Social Motivator – Creating impersonal wealth
  - The Health Coach
  - The Awakened - Emotionally intelligent
  - Individual Exercise: Your weakest link



# Interactive & Experiential Learning

## Active Rather Than Passive Training:

Our training combines hands-on, interactive elements including group discussion, engaging group 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. Group 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 groups, 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 Group 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



## Post Training Outcomes

There are a number of ways we can measure the efficiency of the training in the long run:

- Business Impact
- Behavior Observation
- Learning outcomes
  - Knowledge
  - Skills
  - Attitude
- Reaction – Participation Satisfaction
- Level of Interaction
- ROI
- Improvements in internal and external communications



We will assist in installing an effective measuring mechanism after our Discovery and assessment stage.

## Optional Follow-up for Long-term Effect

(A multi-layered post training approach to keep up the momentum after the training)

1. **Free** Executive meetings for review of feedback and monitoring mechanism till the completion of this program
2. **Free** post training off-line support to each individual Trainee up to 30 minutes when requested by them till the completion of this program
3. Half day onsite training for selective (chosen by the Executive team) influencers (up to 25 people within the organization) to keep up the momentum after the training. These are goodwill Ambassadors who will carry the torch in the immediate future. The main focus will be on “enhanced communication techniques”.
4. **Optional** Live or Pre-recorded Webinars ending with an action item. Individual continuing learning at all levels to keep up the momentum This will include reinforcement of the universal principles and additional items that could not be included in the training.



# How to Make Training Stick

## *Success Factors*

1. Alignment of Vision, values and philosophy
2. Buy-ins across the board from senior management
3. How much ownership each employee will take
4. Motivation and role-model behavior coming from top to bottom
5. Defining individual roles in this initiative
6. Improved communication between all levels and departments
7. Class evaluations
8. Installing a system of quantifiable measurements (KPI's) to assess the progress
9. Accountability from all levels of the workforce
10. Transcending barriers and unexpected occurrences

## *Success Factor Ranking*

# Training That Sticks

Research has shown that management makes the biggest difference when it comes to the success of training their teams. Follow this chart to see where the priorities really rank.

	Before	During	After
Management	1	8	3
Trainers	4	2	9
Trainees	7	6	5

**Management is the most important link in the process of helping employees retain what they learn from a company's training efforts.**

*\*Bob Pike, 1992*





## Benefits of our Offering

1. Robust pre-training Assessment
2. Thorough brainstorming with executives before the training
3. Experiential and active training
4. Experienced Instructors

## Benefits to your Organization

1. Manage Effectively
2. Positive Environment
3. Top-down Initiative with Role Model Behavior
4. Confidence that the Vision is Clearly Communicated
5. Harmony within the Organization
6. Positive behavioral change

## Benefits to your Managers

1. Positive Learning Environment
2. Experiential Opportunities
3. Thought Provoking Process
4. Works the Little Gray Cells
5. Improved Retention of the training





### 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. Select topics you believe are most important for your organization or let us plan a comprehensive package
6. Secure the delivery dates
7. Determine a discovery and pre-assessment call with our trainers
8. 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.**

