



DELIVERING SUSTAINABLE GROWTH WITH TRACTION



A COMPREHENSIVE TRAINING STRATEGY

First-Time Manager Training

*Thought Provoking
Action Oriented
Practical Guide*

844-49-COACH
EncoreCorporateTraining.com
Mody@Encoreconsulting.net



Do your new Managers need a new Direction and Energy?

Are they Managing or still in the Operating mindset?

Are they constantly putting out fires every day?

Are they waiting for things to happen or making it happen?

Do they need help?



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



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 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.



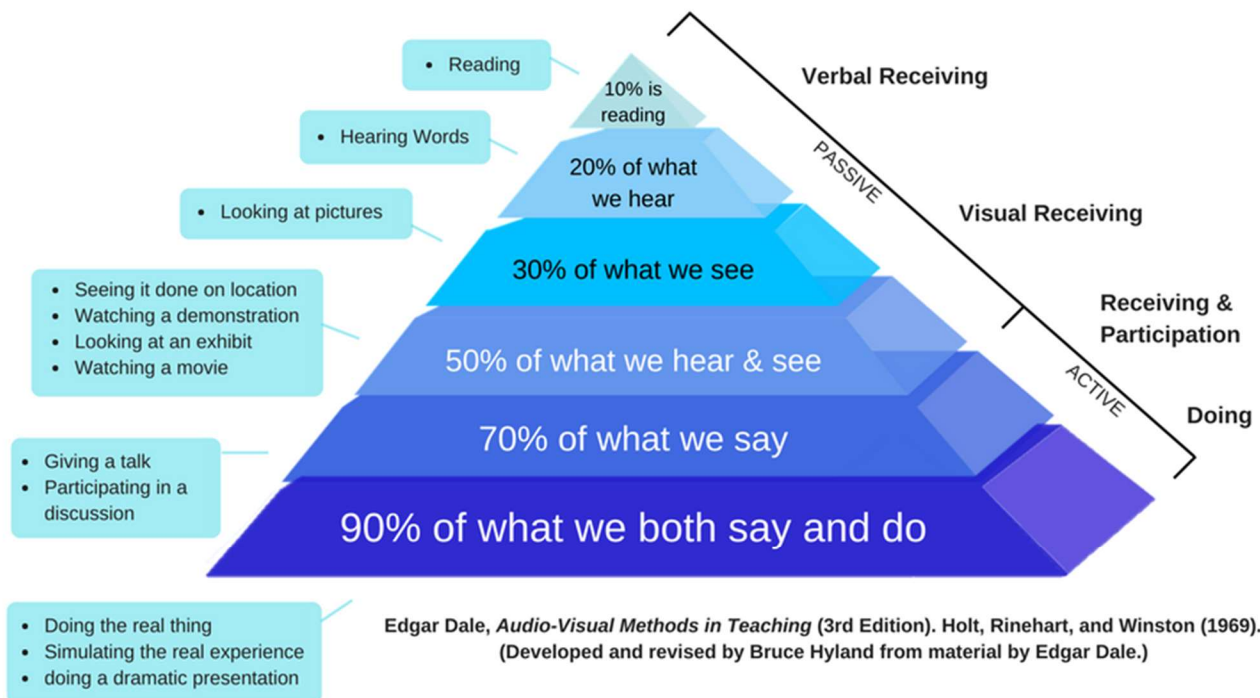


Encore's Unique Techniques

- 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

(Experiential activities throughout the training interaction)

CLIMBING THE SOFT SKILLS LADDER



Our 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 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
- 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
 - Power of Habits
- UNDERSTANDING EMOTIONAL INTELLIGENCE
 - Group Activity: Brainstorm - What is EQ?
 - Evolution of EQ
 - Harmony of the mindset



- Review Current Thinking
- Key Attributes

- 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
 - 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
 - Difference between Conversation, Debate, Argument and Dialog
 - Group Activity – Yes/And

- 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
 - Managing differences and conflicts:



- Creating Win-win situations
 - Relationships
 - Diluting Ego
 - 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 and Building an unbreakable trust
 - Power of influence – Individual Activity
 - Identify your areas of concern
 - Build your influence (model)
 - Actions you can take to increase your influence
 - 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
- 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”
 - Mody's 5 A's
 - Individual Exercise: Role model attributes



- GIVING AND RECEIVING FEEDBACK
 - The sandwich method
 - Power of appreciation
 - Being constructive vs critical
 - Establishing clear expectations
 - 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

- 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

- 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

➤ 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



Note: The above is just a representative of some of the topics we include in the training. It is much more than a day's worth of training. All topics will be customized to your situation and needs once we do a needs Assessment.



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.



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."

Partial Client List





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.

