Training Solutions
Catalogue
Year 2019-20.
Table of Contents
INTRODUCTION
OUR METHODOLOGY
OUR EXPERTISE
WHY SOFT SKILLS?

MANAGEMENT SKILLS
• SUPERVISORY SKILLS (DS_SS002)
• LEADERSHIP DEVELOPMENT (DS_LD001)
• MANAGERIAL SKILLS (DS_MS004)
• TEAM BUILDING (DS_TB002)
• DECISION MAKING (DS_DM003)
• TIME MANAGEMENT (DS_TM001)
• ORGANIZATIONAL SKILLS (DS_OS001)
• MANAGING STAFF PERFORMANCE (DS_SP002)
• COACHING FOR MANAGERS (DS_C003)
• EMOTIONAL INTELLIGENCE (DS_EI002)
• ASSERTIVENESS (DS_AS001)
• CHANGE MANAGEMENT (DS_CM001)
• CONFLICT RESOLUTION (DS_CR002)
• GOAL SETTING (DS_GS004)
• BUSINESS ETIQUETTE (DS_BE001)
• STRESS MANAGEMENT (DS_SM001)
BUSINESS SKILLS
- PROBLEM SOLVING (DS_PS001)
- EFFECTIVE DELEGATION (DS_ED001)
- PROJECT MANAGEMENT & PLANNING (DS_PM001)
- CONSULTING SKILLS (DS_C001)
- PRESENTATION SKILLS (DS_P001)
- COMMUNICATION SKILLS (DS_CS002)
- WRITING SKILLS (DS_WS001)
- SALES EFFECTIVENESS (DS_SE001)
- TELEPHONE ETIQUETTE (DS_TE003)
- EMAIL ETIQUETTES (DS_EE001)
- CREATIVITY & LATERAL THINKING (DS_CL001)
- TEAM MANAGEMENT (DS_TM001)

PERSONAL DEVELOPMENT
- PERSONALITY DEVELOPMENT (DS_PD001)
- SELF ACTUALIZATION (DS_SA001)
- DEVELOPING A VISION (DS_DV001)
- ANGER & AGGRESSION (DS_AA001)
- NEGOTIATION SKILLS (DS_NS001)
- BODY LANGUAGE (DS_BL001)
- INTERPERSONAL SKILLS (DS_IPS001)
- MOTIVATION (DS_M001)
- PROACTIVE THINKING (DS_PT003)
- ACTIVE LISTENING (DS_AL003)
- SELF CONFIDENCE (DS_SC003)
PROFESSIONAL DEVELOPMENT

- INTERVIEW SKILLS (DS_IS001)
- POSITIVE ATTITUDE (DS_PA001)
- GLOBAL MINDSET (DS_GM001)
- PERSUASION (DS_P001)
- ENGLISH LANGUAGE PROFICIENCY (DS_ELP001)
- EXECUTIVE COACHING (DS_EC001)
- FACILITATION AND MEETING SKILLS (DS_FM001)
- BRAINSTORMING (DS_B001)
- TRAIN-THE-TRAINER (DS_TT001)
- ENTREPRENEURSHIP (DS_E002)
- CORPORATE GROOMING & ETIQUETTE (DS_CG001)

TRAINING NEED ANALYSIS
TRAINING EVALUATION
Introduction:

Dynamic Strategies is founded by a group of highly experienced experts from technology, business and solution domains with a vision to provide high-value solutions at an affordable Global delivery model. The company is head-quartered at Chandigarh - the City Beautiful of the East.

Dynamic Strategies is dedicated to providing results oriented services and programs that are consistently value-added. We are committed to exceeding client expectations, providing products and services of superior quality, and demonstrating uncompromising integrity.

Our soft skills training can be created for personnel at any level in the organization. Entry level programs typically focus on basic skills, using checklists, good and bad examples, and so on. Advanced level programs comprise branched scenarios and game-based learning programs.

We primarily deliver the training in 3 formats:

1. Create, Customize and Deliver the training
2. Create, Customize and Train the Trainers of the organization
3. Create, Customize and hand over the material to the organization

Our Methodology:

Step 1: Conduct the gap analysis (understand where the employees' skills are at now and where the company wants them to be).
Step 2: Formulate the training program to address this gap.
Step 3: Create clear-cut objectives for each program
Step 4: Incorporate company specific exercises, role-plays etc.
Step 5: Create pre- and post-tests as part of the program to ensure that the training objectives are met.
Step 6: Jointly explore the effectiveness and completeness. Conduct the training.
Step 7: Add content, if necessary, to ensure that the objectives are effectively met.
Outsourced Training Methodology

“If you want something you’ve never had, you must be willing to do something you’ve never done.”
~ Thomas Jefferson

Our Training Management Process

Understanding Organizational Challenges  Conduct Training Need Analysis  Recommend Training Program  Design Customized Training

Deliver the Program  Evaluate Program Results  Confirm the Improvement
Our Expertise

For past 8 years Dynamic Strategies has been actively involved in the area of learning & development. We have served across industries, organization and individuals. Our entry into the space of an Outsourced Training Partner has evolved from our expertise in all areas starting from the needs analysis to the evaluation and continuous learning process. Our familiarity and confidence in this space gives us the ability to maintain the highest standards of quality to meet & exceed the objectives of our clients.

We manage training activities for a business unit or project of any scope. The areas of our involvement are:
- Handle both human and financial resources pertaining to all aspects of training.
Collect Training Needs
We use various methodologies like interviews, questionnaires and performance evaluations to help us to get a comprehensive understanding of the training needs. This elaborative report helps us to make a thorough and detailed recommendation.

Talent Enhancement Plan

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<th>The goals &amp; growth plans of the organization.</th>
<th>The competencies needed to support this growth.</th>
<th>The financial allocation for this growth.</th>
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Action Plan
Once the Talent Enhancement Plan has been agreed upon, then the exhaustive plan of action which will dictate the roll out of the training.
- We ensure that the content for each program is designed based on the objective and desired results by the key stakeholders.

- In order to facilitate the process of learning, we follow the Adult Learning Principles and ensure that 85% of our programs are experiential. We use a combination of the methods as mentioned below:

  - Role Plays
  - Group Discussions
  - Videos
  - Audio / Music Based Activities
  - Group Games
  - Power Point Aided Facilitation Questionnaires
  - Team Projects

- Identify the right trainers. Bring in trainers who are Subject Matter Experts and have the relevant expertise.

- Deliver the training.

- Monitor the participant feedback and immediately ensure that the necessary changes are made in the training content and delivery.

- Identify the locations where training is required and ensure that all the necessary logistics are in place before, during and after training.
- The pre-training and post-training assessments will clearly demonstrate the improvements that the participants have made.

- Some methodologies we use are:
  - Feedback and evaluation sheets to access reactions to learning.
  - Assessments, tests and simulations to assess retention of learning.
  - 360 degree feedback and interviews with key stakeholders to assess change in behavior patterns and sustainability of learning.
  - Questionnaires and interviews to access impact of learning on results.

- An Individual Development Plan (IDP) that will indicate the strengths and challenge areas for each participant will be designed at the end of the assessment stage.

- The Individual Development Plan (IDP) will address the strategies for improvements as intended by the individual.
Dynamic Strategies Training Solutions provides the context and the tools that every professional needs to succeed in a business world that is rapidly shifting to a relationship-based model of partnering and collaboration.

Dynamic Strategies Training Solutions offers customized communication skills training and workshops for corporations and large organizations (as well as for Individuals) that are looking to:

- Improve communication skills of employees
- Enhance both internal and external customer service performances
- Empower business relationships through enhanced interpersonal communication skills
- Increase workplace productivity and retention
- Companies talk about needing better communication skills, but often don’t know exactly what that means or they don’t know how to go about making it happen.

http://www.Dynamic-Strategies.in
Why Soft Skills?
Today's workplace environment requires an enhanced set of **workplace communication skills** that reflect and include the dramatic changes that are taking place within corporations and organizations of all sizes.

Soft skills, as opposed to hard skills (such as technical skills), focuses on those elements of training that require changes in behavior and thinking. Organizations today recognize that the soft skills training of their employees play an important part in maintaining relationships with their customers and developing a successful business. Organizations that endeavor to be on the path of continuous learning will often find that upgrading the ‘soft skills’ of their workforce is a necessary part of business.

Soft skills are mostly taught using examples, scenarios, games, and assessment.

Soft skills focus on those elements of training that require changes in behavior and thinking. Organizations today recognize the strong relationship between the soft skills of their employees and effective customer relationships.

And without doubt, unless you are a company of one, at some point or another, communication will go awry through no one's fault or intention - it's just the way it happens.
Supervisory Skills

It takes personal confidence to become a successful supervisor. Building that level of personal confidence requires learning supervisory skills. A supervisor's job is to establish goals and lead a team of people to achieve them. Leadership requires stepping out in front with new, creative ideas that save money, increase productivity and establish credibility and respect from employees.

Successful supervisors develop effective communication skills. A supervisor who is a good listener is a proactive supervisor.

Training Overview
This training for Supervisory Skills is designed to help participants overcome many of the supervisory problems and challenges they may encounter as a boss. Managing others isn't always easy, but it doesn't have to lead to discouragement. This training will provide participants with the basic skills needed to effectively manage a workgroup.

Training Objectives
- Explains Supervisor’s role
- Develop good relations with employees & peers
- Set measurable goals for their employees to work
- Demonstrate their skills in listening, asking questions, resolving conflicts, etc.
- Describe the importance of a motivated workforce
Leadership Development

Mid- to senior-level managers — leaders of managers — often say their job is complicated. Exciting and interesting, yes, but definitely not simple.

What are the challenges?
- Getting the top and the bottom of the hierarchy to work together.
- Collaborating across the organization
- Mastering greater complexity
- Tackling big priorities on all fronts

The Leadership Development Program (LDP) is for Leaders of Managers:
Experienced managers who lead other managers and senior professionals.
Operational, group, or departmental managers.
Leaders who work up, down, and across the organization.

Leaders must provide vision overarching paradoxes like performance Vs values, strategic Vs tactical, revenue Vs quality, processes Vs innovation etc. Too often short term profit or top line considerations override considerations of larger costs.

This is Innovative ways to gain employee commitment to organizational objectives through workplace learning and development.
Managerial Skills

Management skills overlap with leadership skills, as both involve problem-solving, decision-making, planning, delegation, communication, and time management. Good managers are often good leaders. And yet the two roles are distinct. In general, management is about organization.

Managerial skills are what the manager uses to assist the organization in accomplishing its goals. Specifically, a manager will make use of his or her own abilities, knowledge base, experiences, and perspectives to increase the productivity of those with whom they manage.

How Good Are Your Management Skills?

To be a great manager, you must have an extensive set of skills – from planning and delegation to communication and motivation. Because the skill set is so wide, it's tempting to build skills in the areas of management that you're already comfortable with. But, for your long-term success, it's wise to analyze your skills in all areas of management – and then to challenge yourself to improve in all of these areas.

However, managers are responsible for making sure that things are done properly. And while leaders may bring us vision, inspiration and challenge, these things count for nothing without the efficient implementation brought about by good management.
Team Building Skills

The ability to build cohesive working units is a highly valued skill for most employers. Team building is a process by which individual members of a department or interdepartmental group are encouraged to develop a more collaborative working relationship.

Team building is a collective term for various types of activities used to enhance social relations and define roles within teams.

Why Team building is so important?
Team building in the workplace significantly contributes towards employee motivation and building trust among the employees, thereby ensuring better productivity. These are some common team building exercises for communication, success and improved team performance.

Team work and team building essentials
Team building skills are critical for your effectiveness as a manager or entrepreneur. A team building success is when your team can accomplish something much bigger and work more effectively than a group of the same individuals working on their own.

Team building ideas, techniques:
- Make sure that the team goals are totally clear and completely understood and accepted by each team member.
- Make sure there is complete clarity in who is responsible for what and avoid overlapping authority.
- Build trust with your team members
Decision Making Skills

Decision-making is an integral part of modern management. Essentially, Rational or sound decision making is taken as primary function of management. Every manager takes hundreds and hundreds of decisions subconsciously or consciously making it as the key component in the role of a manager.

Decisions play important roles as they determine both organizational and managerial activities. A decision can be defined as a course of action purposely chosen from a set of alternatives to achieve organizational or managerial objectives or goals.

Steps of the Decision Making Process

- **Identify the decision:** The first step in making the right decision is recognizing the problem or opportunity and deciding to address it. Determine why this decision will make a difference to your customers or fellow employees.
- **Gather information:** Next, it’s time to gather information so that you can make a decision based on facts and data. This requires making a value judgment, determining what information is relevant to the decision at hand, along with how you can get it.
- **Identify alternatives:** Once you have a clear understanding of the issue, it’s time to identify the various solutions at your disposal.
- **Choose among alternatives:** When it’s time to make your decision, be sure that you understand the risks involved with your chosen route.
- **Take action:** Next, you’ll need to create a plan for implementation.
- **Review your decision:** An often-overlooked but important step in the decision making process is evaluating your decision for effectiveness.
Time Management

It seems that there is never enough time in the day. But, since we all get the same 24 hours, why is it that some people achieve so much more with their time than others? The answer lies in good time management.

“Time management” is the process of organizing and planning how to divide your time between specific activities. Good time management enables you to work smarter – not harder – so that you get more done in less time, even when time is tight and pressures are high. Failing to manage your time damages your effectiveness and causes stress.

The highest achievers manage their time exceptionally well. By using the time-management techniques in this section, you can improve your ability to function more effectively – even when time is tight and pressures are high.

Good time management requires an important shift in focus from activities to results: being busy isn’t the same as being effective. (Ironically, the opposite is often closer to the truth.)

*Time management is the process of organizing and planning how much time you spend on specific activities.*

Time management is not very difficult as a concept, but it’s surprisingly hard to do in practice. It requires the investment of a little time upfront to prioritize and organize yourself. But once done, you will find that with minor tweaks, your day, and indeed your week and month, fall into place in an orderly fashion, with time for everything you need to do.
Organizational Skills

Along with communication and computer skills, organizational skills is one of the most important transferable job skills a worker can possess. Companies need workers who can stay organized and focus on the projects at hand. However, company managers must also organize the work of their employees.

Organizational skills are reflected in your ability to use time, energy and resources effectively to achieve goals. The ability to meet deadlines, work independently and plan for future projects are all examples of organizational skills that you need for success at work. Employees or managers who develop these attributes are more likely to perform well and get promoted to better jobs.

The business world is fast-paced and to keep up you need to be organized. Having top-notch organizational skills can further your career and make you an invaluable asset to your employer.

Function
Organizational skills will help you keep things straight. They make managing your workload, schedule and your files easy.

Effects
In business, it is risky to be unorganized. Not having the proper organizational skills puts you at danger for losing documents, misplacing valuable client contact information, forgetting about meetings, miscalculating your appointments and suffering from a messy desk.

Significance
Organization has a lot to do with your productivity.
Managing Staff Performance

The fundamental goal of performance management is to promote and improve employee effectiveness. It is a continuous process where managers and employees work together to plan, monitor and review an employee's work objectives or goals and his or her overall contribution to the organization.

Managing the performance of employees is a continuous process. It involves making sure that employee performances contribute to both team goals and those of the business as a whole. The aim is to continuously improve the performance of individuals and that of the organization.

Key points

- Good performance management helps everyone in the organization.
- Where a performance management system is working well employees are more likely to engage with the goals of the business.
- Managing performance is central to the relationship between managers and employees.
- The way performance is managed should be fair to all staff.

Performance management is the foundation of performance excellence. The process includes setting clear and specific performance expectations for each employee and providing periodic informal and formal feedback about employee performance relative to those stated goals.
Coaching for Managers

Details:
When the pressure is on to meet targets and managers are rushed off their feet, coaching is usually the first task to get dropped. Yet coaching is essential to building successful teams.

Coaching can even be seen as fluffy and unnecessary by 'old school' managers. Even if your management team understands the importance of nurturing the best out of their team, coaching can often be done in an unstructured and ineffective manner.

Benefits:
The benefits your management team will gain from your training are tremendous. They will be able to:

- Improve the individual skill levels of their team members.
- Ensure everyone in their team is operating at equally high standards.
- Understand individual strengths and weaknesses, to help shape team dynamics.
- Get to know individual work styles, to more easily gain consensus for common goals.
- Structure coaching efforts for maximum effect.
- Support their team members in their learning, enabling them to develop the skills, knowledge and attitude necessary to successfully deliver their job responsibilities and goals.
Emotional Intelligence

Emotional intelligence (EI), also known as Emotional Quotient (EQ), is the capability of individuals to recognize their own emotions and those of others, discern between different feelings and label them appropriately, use emotional information to guide thinking and behavior, and manage and/or adjust emotions to adapt to environments or achieve one’s goal(s).

Studies have shown that people with high EI have greater mental health, job performance, and leadership skills although no causal relationships have been shown and such findings are likely to be attributable to general intelligence and specific personality traits rather than emotional intelligence as a construct.

Emotional intelligence (EQ) is the ability to identify, use, understand, and manage your own emotions in positive ways to relieve stress, communicate effectively, empathize with others, overcome challenges and defuse conflict. This ability also allows us to recognize and understand what others are experiencing emotionally.

Emotional intelligence differs from how we think of intellectual ability, in that emotional intelligence is a learned—not acquired.

It’s not the smartest people that are the most successful or the most fulfilled in life. You probably know people who are academically brilliant and yet are socially inept and unsuccessful at work or in their personal relationships. Intellectual intelligence (IQ) isn’t enough on its own to be successful in life.
Assertiveness

Assertiveness is a skill regularly referred to in social and communication skills training.

Being assertive means being able to stand up for your own or other people’s rights in a calm and positive way, without being either aggressive, or passively accepting ‘wrong’.

Assertive individuals are able to get their point across without upsetting others, or becoming upset themselves.

In other words:

Assertiveness means standing up for your personal rights - expressing thoughts, feelings and beliefs in direct, honest and appropriate ways.

Assertive behavior includes:

- Being open in expressing wishes, thoughts and feelings and encouraging others to do likewise. See our page on Managing Emotions.
- Listening to the views of others and responding appropriately, whether in agreement with those views or not. See our page on Active Listening.
- Accepting responsibilities and being able to delegate to others. See our page on Delegation Skills for more.
- Being able to admit to mistakes and apologize.
- Maintaining self-control. See our page on Self-Control for more.
**Change Management**

**Details:**

**Change Management** is the process of developing a planned approach to change in an organization. Typically the objective is to maximize the collective benefits for all people involved in the change and minimize the risk of failure of implementing the change.

For many change practitioners, there is no doubt that change management must be used on projects that impact how people do their jobs. A great solution and a well-managed project are not enough to ensure success.

Our **Change Management Training** program is an integral part of our **Executive Coaching** and **Leadership Training**. In this program we teach you essential **Change Management tools** and **techniques**.

**Change Management Training** is important in today's professional world; as organizational change is more the norm rather than the exception. With today’s ever-changing marketplace, **leadership development** programs are critical as the quality of the managers can determine the fate of an organization. Hence today large companies pay a lot of attention and emphasis on carefully crafting and measuring the success of the **management development training**.

Whether the **change** is large or small, the ability to manage it is a **critical component** of **high performance**.
Conflicts Resolution

Interpersonal conflict is a fact of life and can arise in almost any sphere, from organisations through to personal relationships. Learning to resolve it effectively, in a way that does not increase your stress levels, is therefore important for everyone.

The first step to conflict resolution is to decide what strategy you are going to use to address it. However before you can do that, you need to identify the root source of the conflict, and therefore its type.

There are three main types of conflict.
1. Personal or relational conflicts are usually about identity or self-image, or important aspects of a relationship such as loyalty, breach of confidence, perceived betrayal or lack of respect.
2. Instrumental conflicts are about goals, structures, procedures and means: something fairly tangible and structural within the organization or for an individual.
3. Conflicts of interest concern the ways in which the means of achieving goals are distributed, such as time, money, space and staff. They may also be about factors related to these, such as relative importance, or knowledge and expertise. An example would be a couple disagreeing over whether to spend a bonus on a holiday or to repair the roof.

Conflict resolution as both a professional practice and academic field is highly sensitive to cultural practices.

Conflict management refers to the long-term management of intractable conflicts. It is the label for the variety of ways by which people handle grievances—standing up for what they consider to be right and against what they consider to be wrong.
Goal Setting

Goal setting involves the development of an action plan designed to motivate and guide a person or group toward a goal. Goal setting can be guided by goal-setting criteria (or rules) such as SMART criteria. Goal setting is a major component of personal-development and management literature.

More specific and ambitious goals lead to more performance improvement than easy or general goals. As long as the person accepts the goal, has the ability to attain it, and does not have conflicting goals, there is a positive linear relationship between goal difficulty and task performance.

Goals that are deemed difficult to achieve and specific tend to increase performance more than goals that are not. A goal can become more specific through quantification or enumeration (it should be measurable), such as by demanding "...increase productivity by 50%,” or by defining certain tasks that must be completed.

Setting goals affects outcomes in four ways:
1. **Choice**: Goals narrow attention and direct efforts to goal-relevant activities, and away from goal-irrelevant actions.
2. **Effort**: Goals can lead to more effort; for example, if one typically produces 4 widgets an hour, and has the goal of producing 6, one may work more intensely towards the goal than one would otherwise.
3. **Persistence**: Someone becomes more likely to work through setbacks if pursuing a goal.
4. **Cognition**: Goals can lead individuals to develop and change their behavior.
Business Etiquette

Etiquette, manners, and cross cultural, or intercultural communication have become critical elements required for all International and Global Business executives, managers, and employees. As international, multinational, transnational, multi domestic, and global business continues to expand and bring people closer, the most important element of successful business outcomes may be the appreciation and respect for regional, country, and cultural differences - known as cultural diversity.

Topics covered in this indispensable training include conversation topics that are considered appropriate for different situations; how to make a positive good impression; dress and travel; attitudes toward religion, education, status, and social class; and cultural variations in public behavior. Information is provided about the United States at the end of each chapter about the ten countries that Americans do the most business with to benefit international readers.

Business people who work internationally or work with people who are international need to know how to act before they can get the business--and keep it. Proper business communication includes everything from emails to eye contact, and the rules of what is "right" in other countries can be daunting to navigate.

Both for men and women--need to understand the dynamics of cross-cultural communication, avoid embarrassing and costly gaffes, and succeed in business.
Stress Management

Details:
Stress Management Training is a vital component of Managerial Training conducted by Dynamic Strategies Training Solutions. We focus on teaching stress management techniques which have been helping employees to handle everyday situations in a more constructive manner.

The workplace had become a high stress environment in many organizations cutting across industries. Employees were experiencing high level of stress due to various factors such as high workload, tight deadlines, high targets, type of work, lack of job satisfaction, long working hours, pressure to perform, etc.

Interpersonal conflicts at the workplace, such as boss-subordinate relationships and relationships with peers, were also a source of stress.

In our Corporate Training programs the goal of stress management is to bring your nervous system back into balance, giving you a sense of calmness and control in your life. Controlling your life means balancing various aspects of it - work, relationships and leisure - as well as the physical, intellectual and emotional parts

People who effectively manage stress consider life a challenge rather than a series of irritations, and they feel they have control over their lives, even in the face of setbacks.
Problem Solving

Details:
Everybody can benefit from having good problem solving skills as we all encounter problems on a daily basis; some of these problems are obviously more severe or complex than others.

It would be wonderful to have the ability to solve all problems efficiently and in a timely fashion without difficulty, unfortunately there is no one way in which all problems can be solved.

The approach referred to is generally designed for problem solving in an organization or group context, but can also be easily adapted to work at an individual level. Trying to solve a complex problem alone however can be a mistake, the old adage: "A problem shared is a problem halved" is sound advice. Talking to others about problems is not only therapeutic but can help you see things from a different point of view, opening up more potential solutions.

Goals
Problems involve setting out to achieve some objective or desired state of affairs and can include avoiding a situation or event.

Barriers
If there were no barriers in the way of achieving a goal, then there would be no problem. Problem solving involves overcoming the barriers or obstacles that prevent the immediate achievement of goals.
Effective Delegation

Delegation is the assignment of any responsibility or authority to another person (normally from a manager to a subordinate) to carry out specific activities, such as starting on proper tires during a wet race. It is one of the core concepts of management leadership. However, the person who delegated the work remains accountable for the outcome of the delegated work. Delegation empowers a subordinate to make decisions.

How to Delegate
Start by specifying the outcome you desire to the people you trust to deliver it. Establish controls, identify limits to the work and provide sufficient support, but resist upward delegation. Keep up to date with progress, and focus on results rather than procedures. Finally, when the work is completed, give recognition where it’s deserved.

When to Delegate
Delegation is a win-win when done appropriately, however, that does not mean that you can delegate just anything. To determine when delegation is most appropriate there are five key questions you need to ask yourself:

- Is there someone else who has (or can be given) the necessary information or expertise to complete the task?
- Does the task provide an opportunity to grow and develop another person's skills?
- Is this a task that will recur, in a similar form, in the future?
- Do you have enough time to delegate the job effectively?
A project is temporary in that it has a defined beginning and end in time, and therefore defined scope and resources.

And a project is unique in that it is not a routine operation, but a specific set of operations designed to accomplish a singular goal. So a project team often includes people who don’t usually work together – sometimes from different organizations and across multiple geographies.

Project planning is part of project management, which relates to the use of schedules such as Gantt charts to plan and subsequently report progress within the project environment. Initially, the project scope is defined and the appropriate methods for completing the project are determined.

Project management, then, is the application of knowledge, skills, tools, and techniques to project activities to meet the project requirements.

**Why Project Management is Critical to Your Organization**

In order for businesses to successfully initiate, develop and complete projects, they need to recruit, hire and train people with solid project management skills. The business world is speeding up and product lifecycles are much shorter. This is forcing organizations to start new projects at an increasing rate. However, as projects become more complex, project failures, delays, and missed deadlines are becoming increasingly common.

One of the main factors leading to the increasing complexity of projects is the rise of globalization. It is a challenging task for organizations to operate and coordinate projects in different countries around the world due to differences in time zones, language, culture, distributed teams, and distance.
Consulting Skills

Code: DS_C001  |  40 hours  |  Index

Details:
In the current world of extreme economic uncertainty, the need for consulting skills and abilities has increased, along with the need to ensure that the most cost-effective and innovative solutions happen. The Consulting Skills course will provide you with the basic framework and skills you need to be able to do this.

Run as it features here, or run in-house where the content can be tailored to suit your organizational needs; cost effective if a number of people require training. Call our in-house training team to discuss your particular requirements on +91 76960-07767, +91-82830-37767.

"Anything you are trying to change or improve a situation but have no direct control over the implementation, you are consulting".

~ Peter Block.

If you have direct control, you are managing, not consulting."

Benefits:
By the end of the Consulting Skills course you will be able to:

- Select the appropriate consulting style and approach for yourself and the situation
- Identify the stages/tasks in process consulting
- Use some fundamental questioning skills of consultancy
- Identify the four key areas in marketing consultancy.
Details:
Our Presentation Skills Training program is highly sought after by corporates. Today, organizations across industries thrive on the benefits of working as a team. In a team environment, presenting to your team or presenting on behalf of your team is a day-to-day task. However, your performance or your team’s performance, more often than not, hinges on the quality of your presentation. Hence, most organizations leverage the benefit of these Presentation Skills Workshops to ensure that their teams maintain optimum performance.

There are numerous resources on various ways to improve business presentation skills. But what good is a great product if you do not have the ability to present it? Effective presentation skills are critical for business success. Frequently business leaders are called upon to present their message to a wide range of audience – employees, vendors, suppliers, customers, and other stakeholders and sometimes even the public.

This course will explore brain-compatible, multi-sensory presentation strategies, taking the traditional concept of “presenting” to a new level. The training is highly interactive, and hands-on, with real take-away value.

The focus of the Corporate Presentation Training is on how to give a presentation. The focus is in the following areas:

- Audience Perception
- Audience Comprehension
- Audience Interaction
**Communication Skills**

**Details:**
Effective **business communication** skills, arguably is the single most important skill that can take organizations to great heights. Exchange of ideas and information is vital for working as teams to reach organizational goals.

Communication is defined as “any act by which one person gives to or receives from person information about that person’s needs, desires, perceptions, knowledge, or affective states.

**Dynamic Strategies** Training Solutions offers customized **Communication Skills Training** Programs that offers the following results:

- Improved efficiency of communication skills
- Enhances both internal and external customer service performance
- Empowered business relationships through enhanced **verbal communication**
- Increased workplace productivity and employee retention

Communication skills have emerged as the most powerful set of skills to possess for accelerating one’s career trajectory and speed of accomplishment in every walk of life. To prepare you for a rewarding career in the broad field of management, it is even more essential to acquire, practice and exhibit high levels of communication skills in normal and crisis situations. **Effective communication skills** provide the **ladder to the managers and leaders** for rapid progression in their careers.

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<th>32 hours</th>
<th>Index</th>
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Writing skills are an important part of communication. Good writing skills allow you to communicate your message with clarity and ease to a far larger audience than through face-to-face or telephone conversations.

**Writing under Specific Circumstances**
There are many times in your life when you will be asked to write something very specific. Whether this is to take notes of a conversation, write the minutes of a formal meeting, or prepare a report, all these types of writing require specific skills, and usually a particular style.

**Writing in the workplace:** Being able to write well is a skill which will get you a long way in the workplace, partly because it is fairly rare in many places.

One skill that many people lack, especially in management and other professional environments is the ability to write in plain English. That is avoiding unnecessary jargon, industry specific buzzwords and clichés and keeping sentences short and concise.

Taking the time to polish your writing skills is likely to pay off in the longer term, and learning how to write specific types of documents will also be useful.

**Writing Job Applications:** job applications usually require a CV or résumé, together with a really strong covering letter. A good LinkedIn profile will also help your application to stand out from the rest, as will managing your online presence effectively.

**Writing for Study:** You may, for example, need to write essays, a report, a research proposal or even a dissertation or thesis. These pieces of work are often very long, and need careful structuring and writing.
Sales Effectiveness

Sales effectiveness refers to the ability of a company's sales professionals to “win” at each stage of the customer's buying process, and ultimately earn the business on the right terms and in the right timeframe. ... "By analyzing sales force performance, managers can make changes to optimize sales going forward.

Sales Force Effectiveness is a strategy that enables the sales force to target bulk of its effort towards highly profitable customers and limit coverage of less profitable physicians. It involves around sales team strategy, talent management, remuneration and support processes.

Improving sales effectiveness is not just a sales function issue; it's a company issue, as it requires deep collaboration between sales and marketing to understand what's working and not working, and continuous improvement of the knowledge, messages, skills, and strategies that sales people apply as they work sales opportunities.

Sales effectiveness has historically been used to describe a category of technologies and consulting services aimed at helping companies improve their sales results.

Many companies are creating sales effectiveness functions and have even given people titles such as VP of Sales Effectiveness.

"By analyzing sales force performance, managers can make changes to optimize sales going forward."
Telephone Etiquette

Talking with a customer on the phone can often be a difficult task. Without seeing an individual’s face, messages can become muddled and meanings misinterpreted.

To improve your telephone communication skills, be sure to master the following tips:

1. ** Adopt a Positive Tone**
   Projecting an enthusiastic, natural, and attentive tone while on the phone can help a customer feel comfortable during a conversation.

2. **Clear Enunciation**
   The ability to understand what someone is saying on the phone separates a productive conversation from one filled with tension.

3. **Be Sincere**
   Starting with the greeting, conversations over the phone must be sincere. Say hello and be genuine. Try to avoid scripted greetings as most sound artificial and inauthentic.

4. **Use Their Name**
   As soon as you receive a customer’s name, use it.

5. **Leave the Customer Satisfied**
   As with most things, finishing a conversation on the right note can create lasting positivity and a satisfied customer.
Email Etiquettes

Details:
In the age of the Internet, you might be just clicking "reply," typing up a quick response, and hitting "send" without giving so much of a thought about what you’ve just written. But your e-mail behavior has the potential to damage your reputation both personally and professionally!!!

The Email Etiquette Training and communication training conducted by Dynamic Strategies Training Solutions teaches the established rules for effective business writing and business email etiquette.

Effective business email writing has been proven to have a direct impact on productivity.

With communication being largely via email, it is imperative that each company establishes specific business email writing protocols. The general rules of how to write a business email are well established; so adherence to it can greatly enhance the effectiveness of communication without too much effort. Hence Email Etiquette Training plays an important part in our Managerial Training programs.
Creativity & Lateral Thinking

A way of looking at problems or situations from a fresh perspective that suggests unorthodox solutions (which may look unsettling at first). Creative thinking can be stimulated both by an unstructured process such as brainstorming, and by a structured process such as lateral thinking.

Creative thinking (a companion to critical thinking) is an invaluable skill for college students. It's important because it helps you look at problems and situations from a fresh perspective. Creating thinking is a way to develop novel or unorthodox solutions that do not depend wholly on past or current solutions.

Regardless of whether you view yourself as a creative type or not, you can learn some useful skills and techniques which will enable you to tap into that creative 'right brain' thinking and bring a new perspective to innovation, problem-solving and managing change.

With logic you start out with certain ingredients just as in playing chess you start out with given pieces. But what are those pieces? In most real life situations, the pieces are not given, we just assume they are there. We assume certain perceptions, certain concepts and certain boundaries. Lateral thinking is concerned not with playing with the existing pieces but with seeking to change those very pieces. Lateral thinking is concerned with the perception part of thinking. This is where we organize the external world into the pieces we can then 'process'.

Lateral thinking is solving problems through an indirect and creative approach, using reasoning that is not immediately obvious and involving ideas that may not be obtainable by using only traditional step-by-step logic.
Team Management

Team management is the ability of an individual or an organization to administer and coordinate a group of individuals to perform a task. Team management involves teamwork, communication, objective setting and performance appraisals. Moreover, team management is the capability to identify problems and resolve conflicts within a team. There are various methods and leadership styles a team manager can take to increase personnel productivity and build an effective team.

Elements of a healthy and successful team

- **Cohesive leadership**
  In any functional team, cohesion amongst team leaders and decision makers is vital. Cohesive leadership means that team leaders are acting together as a unit and making decisions as a leadership team instead of each branching off into their own work and operating individually.

- **Effective communication**
  There must be an effective channel of communication from the top to the bottom of the chain of command and vice versa. An effective channel of communication will allow messages to be transferred accurately without delay to the intended recipient, this will speed up decision making processes and the operations of the team.

- **Common goal**
  When team members first come together they will all have different ideas, however the key to a successful team is the alignment of objectives within the team. It is essential that the team leader sets a common goal the entire team is willing to pursue.

- **Defined team roles and responsibilities**
  Poorly defined roles is often the biggest obstacle to a successful Team. If team members are unclear of what their role is, their contributions towards the team will be minimal, therefore it is the team leader’s duty to outline the roles and responsibilities of each individual within the team and ensure that the team is working together as an integral unit.
Details:
**Personality Development** training results in ongoing **personal development** - a key skill in leadership. When attending our **Training on Personality Development** special attention is paid to the awareness and shifting of your limiting mindsets - the only way to achieve permanent change.

This Training is an interactive guide in search of achievement. The most important tool in the quest for success is self-confidence. We need motivation, determination, dedication and perseverance to compete in the race of success.

Benefits:
The **Personal Development** Program which is a part of the **management development training** run by **Dynamic Strategies** Training Solutions focuses on the below mentioned areas:-

- Provide you with the right mindset required to reach professional success
- Shift the way you think and react to your environment
- Get a deeper understanding of your performance level and the barriers to it
- Help you chalk up an individual development plan to overcome the barriers to your succeed
- Help you understand the components that contribute to your success as an Individual
Self-Actualization

Self-actualization refers to the need for personal growth and development throughout one's life. It is the highest level of Maslow's hierarchy of needs, which was developed by psychologist Abraham Maslow. ... Once you are self-actualized, you've met your full potential as an individual.

“Self-actualization” represents a concept derived from Humanistic psychological theory and, specifically, from the theory created by Abraham Maslow. Self-actualization, according to Maslow, represents growth of an individual toward fulfillment of the highest needs; those for meaning in life, in particular.

Maslow identified self-actualizing people as individuals who are highly creative, who have peak experiences, and who are able to resolve the dichotomies inherent in opposite contraries such as those constituted by “freedom and determinism”, “the conscious and the unconscious”, as well as “intentionality and a lack of intentionality.”

Maslow’s hierarchy is described as follows:

- Physiological needs, such as needs for food, sleep and air.
- Safety, or the needs for security and protection, especially those that emerge from social or political instability.
- Belonging and love including, the needs of deficiency and selfish taking instead of giving, and unselfish love that is based upon growth rather than deficiency.
- Needs for self-esteem, self-respect, and healthy, positive feelings derived from admiration.
- And “being” needs concerning creative self-growth, engendered from fulfillment of potential and meaning in life.
Develop a Vision

There is actually nothing mystical about vision. A vision is a picture of what an organization could and should be.

A hallmark of great leaders is that their vision includes big ideas. Big ideas get people excited.

Great business leaders also know how to paint a vivid picture of the future. They make it look easy. However, most of them have worked hard to develop and articulate their powerful thoughts.

The creative process of developing a visionary statement consists of four steps: Observe, Reflect, Write, and Speak.

**Step One: Observe**
In order to determine a vision, you must become an astute observer of your world.

**Step Two: Reflect**
During reflection, you come up with stories and examples that form your vision and clarify your values.

**Step Three: Write**
Because we live in a fast-paced world, with little time for reflecting and writing, many people want to skip this step. That is a mistake. When you write, you discover how to say precisely what you mean.

**Step Four: Speak**
Speaking well requires practice. All the preparation in the world will not wow an audience if the leader cannot speak fluently and confidently.
Anger & Aggression

Aggression is a complex subject, not least because what one person sees as an acceptable form of expressing anger or frustration may be seen by others as a violent act.

Although aggression appears easy to recognize, defining it proves more difficult. The difficulty appears to lie in distinguishing between acceptable aggressive behavior which can occur when individuals are angry or frustrated, and violence, which involves the use of physical force and inflicts damage or injury to a person or property.

Types of Aggressive Behavior
Aggression can be distressing or harmful to the recipient. Types of behavior that may be considered aggressive include the following:
- Shouting
- Swearing
- Personal insults and name calling
- Racial or sexual comments
- Verbal threats
- Posturing and threatening gestures
- Abusive phone calls, letters, online messages
- Other forms of harassment
- Emotional abuse
- Sarcasm

Theories of Aggression
The most influential theories of aggression can be broadly divided into the following:
- Theories that see aggression as an instinct.
- Theories that suggest frustration is an important factor in aggression.
- Theories that suggest aggression is learned behavior.
Negotiation Skills

Details:
Negotiation is a method by which people settle differences. It is a process by which compromise or agreement is reached while avoiding argument and dispute.

In any disagreement, individuals understandably aim to achieve the best possible outcome for their position (or perhaps an organisation they represent). However, the principles of fairness, seeking mutual benefit and maintaining a relationship are the keys to a successful outcome.

Specific forms of negotiation are used in many situations: international affairs, the legal system, government, industrial disputes or domestic relationships as examples. However, general negotiation skills can be learned and applied in a wide range of activities. Negotiation skills can be of great benefit in resolving any differences that arise between you and others.

Failure to Agree
If the process of negotiation breaks down and agreement cannot be reached, then re-scheduling a further meeting is called for. This avoids all parties becoming embroiled in heated discussion or argument, which not only wastes time but can also damage future relationships.

Having good negotiation skills can be the difference between success and failure in the business world. Those that know how to negotiate tend to rise to the top of whatever industry they are in. At the same time, those that do not know how to negotiate tend to stay where they are or fall backwards.
Body Language

Body language is a type of non-verbal communication in which physical behavior, as opposed to words, are used to express or convey information. Such behavior includes facial expressions, body posture, gestures, eye movement, touch and the use of space. Body language exists in both animals and humans, but this article focuses on interpretations of human body language. It is also known as kinesics.

Body language must not be confused with sign language, as sign languages are full languages like spoken languages and have their own complex grammar systems, as well as being able to exhibit the fundamental properties that exist in all languages.

First Impressions and Confidence
Recall a time when you met someone new at work. Or think about the last time you watched a speaker deliver a presentation.

As you observe others, you can identify some common signs and signals that give away whether they are feeling confident or not. Typical things to look for in confident people include:
- **Posture** – standing tall with shoulders back.
- **Eye contact** – solid with a "smiling" face.
- **Gestures with hands and arms** – purposeful and deliberate.
- **Speech** – slow and clear.
- **Tone of voice** – moderate to low.

Another notable area in the nonverbal world of body language is that of spatial relationships, which is also known as Proxemics.
Interpersonal Skills

Interpersonal skills are the skills we use every day when we communicate and interact with other people, both individually and in groups.

People with strong interpersonal skills are often more successful in both their professional and personal lives.

Interpersonal skills include a wide variety of skills, though many are centered on communication, such as listening, questioning and understanding body language.

People with good interpersonal skills tend to be able to work well in a team or group, and with other people more generally. They are able to communicate effectively with others, whether family, friends, colleagues, customers or clients. Interpersonal skills are therefore vital in all areas of life at work, in education and socially.

Interpersonal skills are also sometimes referred to as social skills, people skills, soft skills, or life skills. Although all these terms can include interpersonal skills, they tend to be broader and may therefore also refer to other types of skills. Many people also use the term communication skills for interpersonal skills, but interpersonal skills covers more, including decision-making and problem-solving, plus working in a group or team and emotional intelligence.

Interpersonal skills are generally considered to include a wide range of skills, such as:

- Communication Skills
- Emotional Intelligence
- Team Working
- Negotiation Skills
- Conflict Resolution
**Motivation**

Motivation is what pushes us to achieve our goals, feel more fulfilled and improve overall quality of life.

Self-motivation is, in its simplest form, the force that drives you to do things.

Self-motivation is far from being a simple topic; there are many books, web-pages and articles that attempt to explain self-motivation and some top academics have dedicated their life’s work to trying to understand, model and develop motivation theory.

Motivational skills in the workplace can be defined as actions or strategies that will elicit a desired behavior or response by a stakeholder. Motivational tactics will vary given the style of the motivator, their relationship with the target of the motivation, and the personality of the individual to be motivated.

Motivation at work plays vital role. Source of motivation can be internal and external. You can feel motivated internally only when you have burning desires to achieve. External motivation comes through bosses, peers, parents or spouse.

Motivational skill is very important for the leaders to lead from front in order to get task done effectively and on scheduled time.

To motivate team, you need to apply following skills.

- Give recognition to the team’s achievement.
- Giving respect would motivate people to give best.
- Extend help.
- Provide opportunities to grow.
**Proactive Thinking**

Proactive people are constantly moving forward, looking to the future, and making things happen. They're actively engaged, not passively observing. Being **proactive** is a way of thinking and acting.

In order to be proactive, you must first develop foresight.

Proactive people are rarely caught by surprise. Learn to anticipate problems and events. Understand how things work; look for patterns; recognize the regular routines, daily practices and natural cycles that exist in your business. At the same time, don’t allow yourself to become complacent. Use your imagination when anticipating future outcomes. Don’t simply expect the past to always be an accurate predictor for the future; use your creativity and logic. Come up with multiple scenarios for how events could unfold. Proactive people are always on their toes.

Proactive people foresee potential obstacles and exert their power to find ways to overcome them before those obstacles turn into concrete roadblocks.

They prevent problems that others would simply look back on in hindsight and claim unavoidable. Don’t allow yourself to get swept up in a feeling of powerlessness. When challenges approach, take control and confront them head on before they grow into overwhelming problems.

Proactive people plan for the future.

Proactive people are not idle observers, they are active participants.
Active Listening

Active listening is a skill that can be acquired and developed with practice. However, active listening can be difficult to master and will, therefore, take time and patience to develop.

'Active listening' means, as its name suggests, actively listening. That is fully concentrating on what is being said rather than just passively 'hearing' the message of the speaker.

Active listening involves the listener observing the speaker’s behavior and body language. Having the ability to interpret a person’s body language lets the listener develop a more accurate understanding of the speaker’s message. Having heard, the listener may then paraphrase the speaker’s words. It is important to note that the listener is not necessarily agreeing with the speaker—simply stating what was said.

Individuals in conflict often contradict each other. Ambushing occurs when one listens to someone else’s argument for its weaknesses and ignore its strengths. This may include a distortion of the speaker's argument to gain a competitive advantage. On the other hand, if one finds that the other party understands, an atmosphere of cooperation can be created.
Self Confidence

Self-confidence is the belief in oneself and abilities, it describes an internal state made up of what we think and feel about ourselves. This state is changeable according to the situation we are currently in and our responses to events going on around us. It is not unusual to feel quite confident in some circumstances and less confident in others. It is also influenced by past events and how we remember them; recalling a former success has a very different outcome in terms of our confidence levels than thinking about an occasion when we failed.

Confidence and self-esteem are terms which are often used interchangeably, but although there is overlap perhaps there are also subtle differences.

The concept of self-confidence is commonly used as self-assurance in one's personal judgment, ability, power, etc. One increases self-confidence from experiences of having mastered particular activities. It is a positive belief that in the future one can generally accomplish what one wishes to do.

Self-confidence is not the same as self-esteem, which is an evaluation of one’s own worth, whereas self-confidence is more specifically trust in one’s ability to achieve some goal, which one meta-analysis suggested is similar to generalization of self-efficacy.

Why are confidence and self-esteem important?
The impact of having low confidence and self-esteem varies greatly and can range from only impacting in one specific setting to being very restricting and debilitating. Low self-confidence can result in:

- Shyness
- Communication difficulties
- Social anxiety
- Lack of assertiveness

Code: DS_SC003 | 24 hours | Index
Interview Skills

We spend a large part of our lives working, so the more enjoyable your work is, the more you will enjoy life! The purpose of this training is to help you prepare for that all important interviews that will get you the job that you want. Whether you are a new graduate entering the workplace for the first time, an experienced worker facing redundancy as part of an organizational restructure or thinking of applying for a promotion in your current job; this training will prepare and inspire you to your future success.

The first 90 seconds of the interview are crucial, so practice introducing yourself positively, using open body language, smiling and giving the whole panel eye contact.

In life we get what we focus on.

Preparation is the main ingredient in interview skills and by going through this training you will be creating a new focus for yourself that will enable you to present yourself with confidence at your next interview.

"Let's start at the very beginning - it's a really good place to start!"

Lack of preparation is the biggest, most common mistake made by job seekers when going for a job interview. Interviewing, and presenting yourself well in an interview is a skill; which is good news because preparation and practice will improve your skill level.

Effective preparation for your job interview can make the difference between getting the desired job and rejection.
Positive Attitude

Details:

A positive attitude can impact every aspect of your life. People who maintain a positive approach to life situations and challenges will be able to move forward more constructively than those who become stuck in a negative attitude. Your mental and physical health can be improved by learning how to hold a positive state of mind.

Benefits
Optimistic people can envision success and therefore are able to achieve goals. People are naturally drawn to others with happy, cheerful dispositions so friendships and relationships are easier to develop. Positive thinking can even give your immune system a boost.

Creating a Positive Attitude
It can take a little time and effort to create the habit of a positive attitude if it is not something you are accustomed to doing. One way is to catch yourself when you are having a negative thought and form a new positive script in response.

A positive attitude helps you cope more easily with the daily affairs of life. It brings optimism into your life, and makes it easier to avoid worries and negative thinking. If you adopt it as a way of life, it would bring constructive changes into your life, and makes them happier, brighter and more successful.

With a positive attitude you see the bright side of life, become optimistic, and expect the best to happen. It is certainly a state of mind that is well worth developing.
Global Mindset

Details:
Global Mindset is the ability to absorb information, traditions, and cultural norms from around the world and be able to conceptualize how to make an impact in all environments. According to research conducted by the Harvard Business Review, a global mindset is the ability to adjust to different environments and cultures internationally.

Key Attributes
- **Intellectual attribute**: Having the ability to comprehend and process new information.
- **Psychological attribute**: Having an interest in getting to know more about other cultures. An employee would need to go the extra mile.
- **Social Attributes**: The ability of an employee to have an intercultural empathy for an international colleague.

In the current worldwide economic situation, being culturally aware and interculturally competent is a must for success in this highly competitive international market. Successful business people from all over the world are competing for top positions in international organizations. Being business savvy and having a good track record at home is no longer enough to secure the best roles in the global arena.

Relevant training and experiential learning geared toward developing a global mindset in all employees have become a crucial focus and will equip organizations with the essential capabilities to innovate, engage, and prosper in the 21st century.
English Language Proficiency

Our English Language Training Program focuses on equipping employees with the fundamentals of English required for good verbal communication. Learning English Language can help in better communication amongst peer group and clients.

The English Language Program conducted by Dynamic Strategies Training Solutions focuses on improving the trainees' fundamentals of English which is the foundation for effective business communication. Business Communication consists of both written as well as spoken forms. Hence, in our English Language Course we pay equal emphasis to speaking as well writing skills.

This intensive English language course provides an effective and efficient way to attain a higher academic level, without holding you back on the route to more advanced study on your chosen subject. In undertaking our English Language Proficiency Programme, you will be endowed with communication and language skills which will enable you to survive the rigors of the often frenetic academic environment; the course will undoubtedly enhance your career prospects.

Success in your work can be at your fingertips once these vital skills are honed and perfected.
Executive Coaching

Executive coaching is a developing field. As such, its definition is still the subject of discussion and debate among practitioners, researchers, and consumers. Executive coaching involves an executive, his coach, and his organizational context (as represented by the interests of his organization and supervisor, including the fact that the organization typically pays for coaching services). All are key stakeholders in the process. This fact by itself would appear to differentiate executive coaching from other interventions, such as career counseling and life coaching.

Executive coaching is an experiential and individualized leader development process that builds a leader’s capability to achieve short- and long-term organizational goals. It is conducted through one on-one and/or group interactions, driven by data from multiple perspectives, and based on mutual trust and respect. The organization, an executive, and the executive coach work in partnership to achieve maximum impact.

Three Levels of Learning: Executive coaching involves three levels of learning:

- Tactical problem solving
- Developing leadership capabilities and new ways of thinking and acting that generalize to other situations and roles
- “Learning how to learn”: developing skills and habits of self-reflection that ensure that learning will continue after coaching ends

Executive Coaching Principles
Facilitation and Meetings Skills  

Facilitation training is **essential** to build effectiveness. Developing meeting skills can make a big difference in all organizations – especially if meetings have become routine and ineffective.

This facilitation and meeting skills course is run by experienced facilitators who will share the secrets of their success, describing in detail what to do to achieve effective results **every** time. Handling and effectively facilitating diverse and sometimes difficult groups can be challenging and taxing. That’s why having a range of facilitation skills techniques and exercises will increase your confidence and the impact of the meeting or session.

**Benefits:**

- Develop highly effective facilitation skills and techniques to maximize the effectiveness of meetings through effective planning, delivery and follow up:
- Identify why people appear to spend most of their time in unproductive meetings and how to overcome this.
- Agree the purpose of your meetings and recognize the value of these to you, your team and organization.
- Learn the art of facilitation in its truest sense, gaining group participation, collaboration and attention.
Brainstorming

This is a process for generating creative ideas and solutions through intensive and freewheeling group discussion. Every participant is encouraged to think aloud and suggest as many ideas as possible, no matter seemingly how outlandish or bizarre. Analysis, discussion, or criticism of the aired ideas is allowed only when the brainstorming session is over and evaluation session begins. See also lateral thinking and nominal group technique.

**Brainstorming** is a useful and popular tool that you can use to develop highly creative solutions to a problem. It is particularly helpful when you need to break out of stale, established patterns of thinking, so that you can develop new ways of looking at things.

**Benefits:**
The brainstorming creativity method:
- Generates a lot of ideas in a short time;
- Is easy to learn and teach;
- Is easy to prepare;
- Is easy to moderate;
- Does not need a lot of materials (just paper and colored pens);
- Exploits reciprocate (mutual) stimulation of ideas - group dynamics;
- Poses no author rights problem since ideas are formed collectively and not individually;
- Saves time.
Train-the-Trainer

Training acts as a tool in developing human capital and influencing behaviour and attitude of the employees. Imparting afresh knowledge and skills and reinforcing new learning about the evolving technology to the training professionals is a constant challenge.

This programme offers the complete training solution to train your training staff and trainers (be it functional trainers or behavioral trainers) according to industry standards.

This programme is aimed at developing the training and facilitation skills among the trainers and training coordinators/training staff.

Contents:
- Strategic issues in training and development & Strategizing the training need analysis;
- Mapping your own training style and personality;
- Effective instructional approaches;
- Measuring training effectiveness;
- Creating learning environment and training transfer climate;
- Stage presentation and body language;
- Latest training tools and technologies.
New Employee Induction

Induction is a structured and supportive method of introducing a new staff member to an organization.

When a new team member starts working in your organization it is vital to get them to become productive and efficient as quickly as possible. Staff induction training forms a pivotal part in this process.

The Benefits:
Research shows that staff or employees who are successfully introduced to the organization, its values, culture, people and acceptable working practices are more likely to stay in their roles for a longer period.

In order to be effective, Our Induction Training Programmes are tailored to meet their specific needs and timeframes of employment.

Dynamic Strategies thoughtful new employee induction programme, coupled with an employee handbook that communicates workplace policies, can reduce turnover and save your organization thousands. Whether your company has two employees or a thousand employees, don’t leave employee retention to chance. This workshop will show you how to give them what they need to feel welcome, know why they were hired, and know how to do the job.

We understand that all employees require induction. The character of the induction will vary, but all staff need some form of programme, whether they are in academic, technical, professional or support roles, senior or junior appointments, full or part-time, permanent or on a short-term contract, new to the organization or an internal appointment. Depending on the situation more or less information will be required.
Entrepreneurship

Entrepreneurs are business professionals who establish, manage, and maintain business ventures, including corporations, nonprofit organizations, and sole proprietorships. Entrepreneurs are responsible for many business duties, including hiring and firing of employees, accounting, marketing, and management.

The Entrepreneurial Training Program (DS_E002) offered by the Dynamic Strategies Training Solutions provides the tools you need for idea generation and business model validation. Through instruction, guest speakers and coaching, the course serves those who are considering starting a business, owners of existing businesses struggling to get a handle on all the details, and those with successful companies that they want to grow. Learn how to identify and appeal to customers, apply for financing and manage your company efficiently.

Dynamic Strategies Training Solutions are for serious entrepreneurs who have already identified the area of business they want to pursue, but need expert guidance to minimize risk and maximize success.

This program is geared toward entrepreneurs who want to start a new business, owners of informally run businesses who want to become licensed and legally structured, and owners of existing businesses less than five years old that want to expand or standardize their business operations.

During their involvement in our Entrepreneurial Training Program (DS_E002), participants are encouraged to launch or grow their businesses in industries with minimal financial barriers to entry or expansion, but potential for high growth.
Corporate Grooming & Etiquette

The aim of our this professional edge “Corporate Grooming & Etiquettes” workshop and training is to equip young executives with the information and skill necessary to ensure that their personal and professional image does not detract from the productiveness of their commercial effort, or the image of their employer.

Working Image is while at work, conducting oneself in a business-like way in every aspect related to work, in terms of both approach and mindset, thereby, projecting a personal image of professionalism and effectiveness. The sum total of this personal image of individual professionals leads to the projection of professionalism on the part of corporate.

Although nothing takes the place of talent, hard work, innate ability and ambition, looking your best at the workplace can give you a competitive advantage...

Knowing your job well is only half way of being professional. You gain respect from others with both your technical proficiency and interpersonal skills. Effective soft skill avenues for enhanced perceptions support and credibility for you as an individual.

In today’s scenario, the manner in which you communicate with people, speaks volumes about the personality. At Dynamic Strategies, we assure you that apart from Grammar and Vocabulary, Grooming them from the scratch, is what makes us different from our competitors.

In psychology, a first impression is the event when one person first encounters another person and forms a mental image of that person. It can sometimes form an accurate representation of the person, depending on the observer and the person being observed.
Training Need Analysis (TNA)
Training Need Assessment is an essential first step in employee development if we wish to achieve the greatest improvement in performance and best value from the investment in training, development and practical experience. The most important reason for doing a need analysis is to assure that the training addresses the situation. It helps in gathering and analyzing appropriate information to uncover specific training needs. It is costly, time consuming and also embarrassing to recommend a direction that has no impact on the issue.

Advantages of a Training Needs Assessment:
- Helps Organizations to be effective in proving their employees with knowledge, Attitude and Skills vital to improving performance and productivity;
- Empowers Organizations to measure and improve the impact of training – training focused on Organizational goals, strategies and key business objectives;
- Improves the credibility of the training function by quantifying training’s worth to the Organization;
- Provides Organization with proven tools, strategies and techniques for successfully measuring the results of training;
- Highlights the best approaches for measuring training effectiveness given organizational constraints and common pitfalls.

Dynamic Strategies approach to Training Needs Analysis:
- Assessing the current situation of employees on set parameters;
- Getting a clear description of what the future would look like if the correct actions were taken;
- A systematic gathering of relevant data and Information from appropriate people;
- Analysis of data;
- Making a summary of issues and recommendations;
- Presenting the concerns to the management;
- Deciding mutually on the Plan of Action for deployment.
Training Evaluation

Dynamic Strategies supports organizations in setting up effective processes and systems to assess Progress of Learning with pre and post Training Measurements through Feedback Forms, Action Plans and Follow-Up.'

Total evaluation process:
A full evaluation process covers all eventualities. Few occasions or environments allow this full process to be applied, particularly when there is no Quintet support, but it is the ultimate aim. The process is summarized below:

- Training needs identification and setting of objectives by the organization;
- Planning, design and preparation of the training programmes against the objectives;
- Pre-course identification of people with needs and completion of the preparation required by the training programme;
- Provision of the agreed training programmes;
- Pre-course briefing meeting between learner and line manager;
- Pre-course or start of programme identification of learners & existing knowledge, skills and attitudes;
- Interim validation as programme proceeds;
- Assessment of terminal knowledge, skills, etc., and completion of perceptions/change assessment;
- Completion of end-of-programme reactionaries;
- Completion of end-of-programme Learning Questionnaire or Key Objectives Learning Questionnaire;
- Completion of Action Plan;
- Post-course debriefing meeting between learner and line manager Line manager observation of implementation progress;
- Review meetings to discuss progress of implementation;
- Final implementation review meeting;
- Assessment of ROI.
Dynamic Strategies Training Registration Form

Visit www.dynamic-strategies.in/trg-and-devp.html to know more on our training programs

You can print, fill and share this form with us at info@dynamic-strategies.in

**Attendee details** (Please ensure your details are correct as this will be used for records and/or issuing of certificates).

Title ______________ (Mr /Mrs /Ms /Miss/ Other)

Surname* _________________________, First Name* __________________________________________

DOB: ________________ (MM/DD/YYYY), Position: _________________________________________

Address: ________________________________________________________________________________

City: ______________________ Post Code: ______________________ State: ____________________________

Mobile: ____________________________, Email*: ______________________________________________

Training Requirement*: _________________________________________________________________

This list is not finite, for your customized training requirements, please contact us at DynamicStrategies@gmail.com or visit us at http://www.Dynamic-Strategies.in for details.
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