



Fostering Creativity and Innovation

Introduction/ Overview of program:

Creativity and innovation determine the competitor advantage and Sustainable force for businesses and organization to grow and deliver. Any new idea once comes to the mind is the part of irreversible process. Creativity is not the property of selected few rather creativity is natural to everyone. The very fact that a man and woman give birth to a child signifies that all human beings are creative by nature. However due to our self imposed limitations we have relegated our ability of creative thinking. The society has further stereotyped process of our thinking and has made us restricted in creative process. Individuals, teams, structures and organizations kill creativity with counterproductive habits. Much of innovation needed in the business growth, is hampered by people, behavior and structures of organization. However the fact remains that every "organization" like each "human being" has a birth right to be innovative and creative. This is a well known fact that creativity and innovativeness boosts team spirit and vice versa – good teams boost creative output in organizations

The objectives of the Programme:

The creativity and innovation is most sought after skills among managers and business leaders at all levels and will determine survival for organizations' in next decade to come!. Considering its utmost importance "**Prime Performance Solutions**" has designed a life changing two days workshop with following **objectives**:

- To appreciate the infinite power of human mind- the powerhouse of creativity
- To impart a thought process so that participants stop looking at business 'as usual' and
- move on to challenge the status quo.
- Stimulate the process of creating an environment / work culture that fosters creativity and innovation
- Apply the techniques and process for unleashing the creative thinking abilities
- Learn how to generate an abundance of new ideas at workplace
- Learn and apply the creative problem solving techniques to real life work problems
- Improve brain power in the areas of perception, imagination, analysis, and concentration

Course Content:

- Brief on Power of mind
- Defining the creativity and Innovation
- How to become creative
- Tools for creativity
- Creative thinking models
- Techniques of Idea generation
- How to create an organizational environment of creativity and innovation
- Techniques of improving brain power by perception, imagination, analysis, and concentration
- Creative problem Solving
- Creative team work
- Tools for enhancing memory power

Benefits to Participants:

By attending this programme the participants shall be able to realize the following benefits.

- To learn tools to enhance their creativity
- Solve some practical work place problems
- Get into the creative mode of thinking
- Get confident about their own creative capability
- Enhance their memory power
- Become more interesting and learn to avoid boredom from workplace

Who should attend:

All employees at different levels of organizations like Managers, Team members, Senior business leaders who are interested to enhance productivity and improve business results through creativity and innovation

Duration: Two day

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Personal Development through Emotional Intelligence

Introduction/ Overview of program:

At times you may be brilliant, yet you may find yourself reacting with impatience and anger with others who just don't get it. In the professional world you may be making a great point but you might get frustrated that others are not taking a note of it. Maybe your feedback to a teammate failed to come across the way you had intended. If as a leader at work, at home or in your community you have come across to such situations, you probably need to analyze it from Emotional Intelligence view point.

The objectives of the Programme:

The programme aims at building the participant's awareness on the importance of emotional literacy in personal growth and human life. By the end of the programme the participants shall be able to;

- build scientific insights into emotions
- explore the methodology to build strong relationship
- understanding the methods of recognizing the feelings of self and others
- understand and analyze their strengths and areas of emotional improvement
- understand self motivation strategies to achieve their growth potential

Who should attend:

Everyone who wants to improve self awareness, self management, empathy, and interpersonal relationship, to make a richer life.

Duration: Two day

Benefits to Participants:

- Understanding Emotions
- Recognizing feeling of self and others
- Methodology of relationship building
- Analyzing the strengths and areas of emotional improvements
- Becoming aware of your values and what brings you meaning, purpose, importance, and happiness, both professionally and personally
- Emotions of achievements
- Techniques of Improving Calmness, patience, and understanding
- Understanding self motivation and control
- Techniques of anger management
- Controlling emotions while asserting yourself
- Using emotions for higher results

Benefits to Participants:

By attending this programme the participants shall be able to realize the following benefits.

- Personal leadership skills, particularly self-awareness and emotional intelligence
- Interpersonal skills like decision making, negotiation, perceiving others, influence, motivating others, and teamwork
- Ability to transform great challenges into professional and personal growth
- Awareness of your values and what brings you meaning, purpose, importance, and happiness, both professionally and personally
- Focus on what is important, professionally and personally, decreasing time and resources

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Prime Performance Solutions



Young leaders' Development Programme

Introduction/ Overview of program:

Leading a team effectively to deliver the organizational objectives is a science and also an art. Skills of effective team leadership is therefore one of the most important aspect of business management today. Keeping this perspective in mind the main object of this intervention is “**the development of young leaders**” of the organizations who have recently assumed the team leadership / Team Managers Role. Therefore a comprehensive ‘solution’ has been designed which aims at developing the leadership and managerial competencies of the Young leaders, and developing an insight required to bring about change in one’s managerial and leadership style, suggesting the ways to overcome the impediments to higher people productivity, ownership of the system and creating a sense of pride

The objectives of the Programme:

The programme aims at developing the leadership and Managerial Qualities of participants, which are required by Organizational leaders in their day-to-day working. By the end of the programme the participants shall be able to;

- Learn and practice the skills required by a manager / leader
- Learn the importance of their role in managing the change and what are effective ways of managing the change
- Learn the importance of developing the team and methods used for developing the team
- Learn how to handle difficult performance and team management situations

Who should attend:

The team managers who have recently assumed their leadership roles and want to learn essential skills to take their team performance to next level .

Duration: Two day

Course Content:

- Change Management
- Kotter’s Change Management Process
- Theories of Leadership
- Differences between leadership and management
- Understanding your leadership style
- Learning about the Situational leadership
- Transformational leadership and attributes of transformational leaders
- Developing objective decision making abilities
- Decision making tools and techniques
- Understand how to, and practice the skills to nurture your team through
 - Delegating
 - Coaching and mentoring
 - Constructive Feedback
 - Understand the process of setting goals
 - Motivating the team and self

Benefits to Participants:

By attending this programme the participants shall be able to realize the following benefits.

- Developing the understanding of how to manage change
- Understanding the various leadership theories
- Learn about Differences between leadership and management
- Become aware of their leadership style
- Learn effective ways of conflict resolution
- Learn and practice goal setting and get a good understanding how the goals can be achieved
- Learn about the techniques of effective management and team development

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Building Self Excelling Teams

Introduction/ Overview of program:

Great Companies are made by great teams. Great Products and Services are produced and delivered by great teams. Working in a motivated, successful and happy team is extremely satisfying. In corporate environment, the ease of achieving big results and the sense of significance and belonging to a successful team is very appealing. While having such a team work hall mark of success for any organization, working as part of such powerful team is the dream of any individual. Therefore transforming a group of people to a team of motivated individuals who work smoothly towards a common goal is extremely imperative.

The objectives of the Programme:

The programme targets on enhancing the participants' knowledge and skill levels in team building and team working skills. The programme aims imparting skills, methods, techniques and tools which will improve the participants' effectiveness as team members and team leader. The participants shall be able to:

- Enhance quality of interpersonal communication
- Learn how to build cooperation among team members
- Instill the feelings of trust
- Strengthen their commitment to team and organizational goals
- Build leadership skills and collective responsibility
- Creating an environment of Consistent winning and celebration

Who should attend:

The team managers who have recently assumed their leadership roles and want to learn essential skills to take their team performance to next level .

Duration: Two day

Course Content:

By attending this programme the participants shall be able to realize the following benefits.

- Understanding team and Group
- Team Building Process
- Team Roles
- Team leadership
- Characteristics of Team Player
- Techniques of team communication .
- Problems solving in team
- Effective team Meetings
- Conflict resolution in team
- Creativity through team work
- Moving from "I" to "me"
- Moving head with team learning
- Creating an environment of excellence

Benefits to Participants:

By attending this programme the participants shall be able to realize the following benefits.

- Learn effective methods and techniques used in a team situations.
- Learn to create an atmosphere of mutual trust, co-operation, encouragement and where interpersonal concerns are emphasized
- Learn to effective use of a range of tools and techniques to improve communications and relations within the team.
- Enhance understanding and awareness of how to solve problems within a team.
- Lean techniques to build effective Team process that can be used to deliver results consistently.

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Leading - the Women's way

Introduction/ Overview of program:

The women constitute approximately half of the population of entire world. However on workplace the situation is different. Especially when it comes to occupying leadership positions it becomes completely skewed towards the men. As per one survey reported by HBR women have 17% share at board of directors. This may be due to certain biases against women or certain expectations the men led world have from women leaders. However it is also a known fact that women have certain advantages over men at the workplace. They have certain natural leadership traits which men find hard to learn. The programme intends to clarify such qualities of women which will put on the inroads of climbing up the corporate ladder and help them achieve their career goals while effectively contributing to organizational goals.

The objectives of the Programme:

The programme aims at building the participants' awareness on their inherent strengths as women and teach them how they can make effective use of same for taking their career forward. To summarize the programme objectives are as follows;

- To empower the women leaders by making them aware of their inherent strong and weak personality characteristics in relation to organizational environment
- To suggest the time tested ways to female leaders to overcome their weak spots

Who should attend:

All Women leaders / managers / Sr. Executives, who want to excel by making use of their natural female characteristics

Duration: One day

Course Content:

By attending this programme the participants shall be able to realize the following benefits.

- Key female management principles
- Perceptions of male executives about female counterparts
- Unique advantages at workplace of being a female
- Taking benefit of gender bias at work place
- Unfavorable characteristics of women' personality
- Successful women leadership Style for
 - Make decisions
 - Motivate employees
 - Schedule their day
 - Delegate task

Benefits to Participants:

By attending this programme the participants shall be able to realize the following benefits.

- Learn about the key female management principles and how to practice them in day to day working
- Learn the key advantages they inherit at workplace for being a female
- Taking benefit of gender bias at work place
- Become aware of the unfavorable characteristics of women' personality
- Learn how to overcome the issues arising out of unfavorable characteristics of women' personality

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Supervisor's Development Programme

Introduction/ Overview of program:

Supervisors are the back bone of any organisation. They are the leaders at front line. Their professional development is extremely critical for meeting the organizational goals. This intervention has been designed keeping the Supervisors' development in mind so that they can effectively contribute to take the organisation to the new heights. The need today is to take these front line leaders through a structured intervention so that their critical competencies are enhanced and sharpened. The programme is going to address the need of highly changing work environment and expectations of frontline teams. This interventions will inspire and motivate the supervisors to bring about a change in one's self, and thereby help in removing the existing organizational bottlenecks, resolving all the impediments ownership of the system and creating a sense of pride in their job with measurable result-orientation.

The objectives of the Programme:

Experience of leading organizations shows that a critical source of competitive advantage is the core competence of the supervisors the front line leaders, who can translate organizational vision intent into results through purpose, process and people. This program aims at developing supervisory qualities, which are required by all supervisors in their day-to day working. It deals with real life competencies which every supervisors displays in their role of running their day to day processes. The programme aims to :

- Enhance the supervisory skills of the Participants to thereby enhance the over all team effectiveness
- Clarify the expectations of Senior Management from you as supervisors

Who should attend:

Supervisors at with different age and experience who are aiming to enhancing their team performance through established methods and practices

Duration: Two days

Programme Content

- ◆ Role of a Supervisor
- ◆ Performance Problem Solving
- ◆ Motivating for Performance
- ◆ Leadership for Performance
- ◆ Conflict resolution among team members
- ◆ Mutual learning (Creating a learning environment)
- ◆ Tools for subordinate development
- ◆ Giving and receiving feedback
- ◆ Effective Control Measurement
- ◆ Goal setting and achieving
- ◆ Team and individual Motivation
- ◆ Creating a committed workforce

Benefits to Participants:

The action packed two days workshop inspires the participants to introspect their current supervisory style and practices which acts as base for leading their personal transformation and development. By the end of two days the participants should expect the following benefits;

- Understand the Supervisory skills needed to succeed in a frontline leadership role
- Learn to plan, organize, communicate and monitor your daily work schedule
- Apply the most appropriate supervisory style to each individual, team and situation
- Learn skills to help you give constructive feedback to the team members
- Maximize productivity by leveraging diversity and individual differences and conflicts
- Use delegation for effective employee development, time management and motivation

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Conducting Productive Meetings

Introduction/ Overview of program:

In today's corporate world meetings play a very important role. Crucial decisions are taken in meetings and reviews are held in meetings. There are good meetings and there are bad meetings. Very frequently you come across to bad meetings in which you never seem to get to the point, and you leave wondering why you were even present. Effective ones leave you energized and feeling that you've really contributed and accomplished something. If meeting is not effective a lots of productive time is lost of all meeting participants. Therefore learning to hold effective meeting is very important. But what makes a meeting effective? Effective meetings really boil down to three things:

1. They achieve the meeting's objective.
2. They take up a minimum amount of time.
3. They leave participants feeling that a sensible process has been followed.

If you structure your meeting planning, preparation, execution, and follow up around these three basic criteria, the result will be an effective meeting with measurable result-orientation.

The objectives of the Programme:

During a busy day it may seem like there are never enough hours in the day, which is a feeling all managers have. Being respectful of a every executive's busy schedule and being objective about getting the best out of meeting time, shall include honing the skill of running an efficient and productive meeting . The programme aims at achieving following objectives;

- Imparting knowledge on meeting process principles
- Making the trainees aware of how to get the best out of meeting time.
- How to foster team work and creativity in meetings
- How to make meetings an effective way of decision making and progress review.

Who should attend:

Programme is highly relevant for executives of all levels who have get into meeting mode to carry out their day to day activities.

Duration: One Day

Course Content:

- Defining the meeting's purpose and meeting process Principles
- Organizing the meeting agendas in a effective way
- Meeting Principles before, during and after meeting
- Taking dynamic meeting minutes
- Execution and follow-up for Meeting Minutes completions
- Techniques of engaging everyone in the meeting room.
- Techniques of time management in meetings
- Techniques of idea generation during meeting
- Interactive skills during meeting
- Techniques of fostering team work and creativity during meeting.

Benefits to Participants:

The action packed a full day workshop inspires the participants to introspect their current way of holding the meeting help them realize how they could make the best use of available time during meeting. By the end of programme the participants should expect the following benefits;

- Learn to Define your meeting's purpose and meeting process Principles
- Learn to organize and share your meeting agendas in a effective way
- Learn and practice how to take dynamic meeting minutes that help in ensuring the execution of decision taken during the meeting
- Engage everyone in the meeting room., time management and meetings
- Seek commitment to action learn how to follow up effectively

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Six Thinking Hats

Introduction/ Overview of program:

In our thinking we often try to do too much at the same time. We look at the facts of the matter we try to build up a logical argument; our emotions come in some where, we may try to put new idea, we may try to find whether our idea will work. We do this more or less at the same. It is no wonder that we sometimes get confused. At other times we may do only one of these many things well, for example our emotions may dominate our thinking or we may just be negative.

Six thinking hats is a method for doing one sort of thinking at a time. Instead of trying to do everything at once we 'wear' only one hat a time. Six thinking is hat a very good method to look at things from all possible angles and take a comprehensive view.

The methodology of six thinking hat is used for conducting effective meeting and used at all levels of organizations.

The six thinking hat methodology has been developed by famous creativity and lateral thinking guru Edward de Bono.

The objectives of the Programme:

The programme aims at training the participants in a particular thinking style so that all aspect of the issue could be covered. Generally people are good at looking at things from one or two specific angles thereby living all others aspects untouched which leads to incomplete view of the big picture. Therefore the programme aims at;

- Learning how to use 'six thinking hats' in making business meetings more productive
- Enhancing team creativity through six thinking hat methodology
- Provide opportunity to participants to use 'Six thinking hat' strategy for working on a real life issue

Who should attend:

Programme is highly relevant for executives of all levels who have to get into problem solving and decision making frequently.

Duration: Half day

Course Content:

- Concept of 6 thinking hats
- Benefits of using 6 thinking hats in meetings
- Description of all Colors of hats
- Questions to be asked in meeting specific to hat color
- Practicing the implementation of 6 thinking hats

Benefits to Participants:

By the end of this programme the participants shall be able to realize the following benefits;

- Learn and practice the new thinking style which will cover all aspect of an issue.
- Learn how to bring up more comprehensive and creative solutions for a performance problem.
- Shall be able to learn how to start thinking in a particular way to come out some brilliant ideas
- Learn how to use team synergy to resolve some pressing issues
- Learn 5 min thinking for build concentration to avoid digression while working in team environment

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Transformational Leadership

Introduction/ Overview of program:

Experience of leading organizations shows that a critical source of competitive advantage is the core competence of the leaders who can translate organizational strategic intent into results through purpose, process and people. It is the quality of leadership which takes the organisation to next level of performance. Leaders inspire people across all levels, and encourage them to achieve organizational goals. Organizations need leaders at various levels of organisation starting from Senior Management Level to the front line. Leadership is not a designation rather it is all about your way of dealing with people, taking initiative and handling a situation. Not all leaders are born, they also develop by learning leadership traits and emulating well known leaders in business world and society. Leadership skills can be learned and one can develop critical leadership traits by consistent and conscious practice.

The objectives of the Programme:

This program aims at developing leadership qualities, which are required by all the leaders in their day-to day working. It deals with real life competencies which every manager displays in their role of building and running the organization. The entire intervention is designed taking in view the role of a leader and manager or a senior executive of Organization.

The programme aims to :

- Clarify the various of leadership styles and create a good understanding of differences in Transactional and Transformational leadership styles.
- Develop the Transformational leadership qualities, which are required by Organizational leaders to lead the team to higher productivity and higher employee satisfaction thereby developing the future leaders.

Who should attend:

Programme is highly relevant for executives of all levels who perform leadership and managerial role.

Duration: Two days

Course Content:

- Concept of leadership
- What is your leadership style
- Transactional and transformational leadership
- Transformational Leadership Principles
- 5 level leadership
- Leadership style and Subordinate development and Performance
- Team leadership—qualities
- Case Study for Transformational leadership
- Methods of self and employee motivation for higher productivity

Benefits to Participants:

The action packed two days workshop inspires the participants to introspect their current leadership style and practices which acts as base for leading their personal transformation and development. By the end of two days the participants should expect the following benefits;

- Develop good understanding of leadership concepts and how it is different than management
- Get a clear picture of what is their individual leadership style and what are their inherent strengths and limitations
- Have a very good understanding which leadership qualities shall support to traverse the road to higher productivity and employee engagement
- Understand the how their leadership style affect subordinate development and performance
- Learn the skills of leading the team and resolving the team conflicts
- Understand the methods of self and employee motivation for higher productivity

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Effective Communication

Introduction/ Overview of program:

Communication is the activity of conveying information through the exchange of thoughts, messages, or information, as by speech, visuals, signals, writing, or behavior. It is the meaningful exchange of information between two or a group of person.

Communication plays a major role in business life as well as in personal life. The individual success depends upon the quality of communication.

Communication might take various forms like verbal and non verbal communication. It may be even oral or written communication. Communication is journey and no one can claim to be perfect in communication. Two day workshop is definitely going to help participants to build their leaning on art of communication. Going through communication workshop shall help participants to understand how communication helps in improving their effectiveness at work place and also at personal level.

The objectives of the Programme:

The two day workshop on communication skills helps the participants understand communication process and go through various interpersonal situation. The program objectives are as follows;

- Build collaborative relationships that emphasize trust and respect
- Communicate effectively using simple, concise and direct language
- Enhance the participants active-listening skills to anticipate and avoid common misunderstandings
- Eliminate the roadblocks that undermine ability to communicate effectively

Who should attend:

Programme is highly relevant for executives of all levels who work in team environment and who have to succeed through interpersonal effectiveness.

Duration: Two days

Course Content:

- Communication Model
- Barrier to communication
- Types of Communication
- Verbal and Non verbal Communication
- Written Communication
- Communicating non defensively and Establishing message feedback
- Learning active listening
- Interactive Skills
- Interpreting non verbal cues like intonation, rate of speech volume, gestures, facial expressions etc.
- Voice quality - Using your voice for effective communication
- Being Assertive

Benefits to Participants:

The action packed Two days workshop inspires the participants to introspect their communication styles and analyze their strengths and areas of improvement. By the end of workshop the participants should expect the following benefits;

- Learn to apply a communication process model
- Learn to pay attention to verbal and nonverbal cues
- Communicating non defensively and Establishing message feedback
- Learn and practice Tools for active listening namely Asking clarifying questions, Confirming the message, Demonstrating respect, empathy and sensitivity, Listening for the entire message.
- Learning to interpret non verbal cues like intonation, rate of speech volume, gestures, facial expressions etc.

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Mentoring For Team Development

Introduction/ Overview of program:

The ascendance of knowledge age and the transformation of workplace into an environment of continual learning have made mentoring an increasingly attractive tool for employee development. Organisations in which managers mentor as part of the organization's strategy to promote continuous learning and promote a number of other goals that should create a work culture of difference.

The top management gurus expect all senior managers/ leaders and supervisors to serve as mentors to junior members of the team with whom they work. Some organisations assign buddies whose expressed role is to assist the new / junior member of the team to build their skills to perform the day to work better and more efficiently. The programme helps the participants in learning the intricacies of mentoring process. The mentors and mentees both get benefitted by the programme.

The objectives of the Programme:

The half a day workshop on art of mentoring is very enriching experience for participants and helps the organisation in developing the leaders of tomorrow. The program objectives are as follows;

- Improvement in job performance by improving the relationship among the mentor and mentee.
- Acceleration of learning by creating the environment of continuous learning and helping the mentees to become productive as soon as possible
- Empowerment of the employee by learning to enhance the self esteem of mentors and mentees with expectation of success and contribution to development.

Who should attend:

Programme is highly relevant for supervisors and managers at all levels having teams and intending to make their team members highly productive, empowered and matured in minimum possible time and minimum financial investment by transferring their tacit learning and experience acquired long period.

Duration: One day

Course Content:

- Importance of employee development
- Role of reporting managers for employee development
- 70:20:10 Rule of development
- On the job learning and supervisor's contribution
- Defining the mentorship and role of a mentor
- Organizational Models of mentoring
- Benefits to mentor and mentee
- Developing the qualities of mentoring
- Supporting mentee for goal setting and supporting them for goal achievement
- Motivating the mentee for speedy learning

Benefits to Participants:

Mentoring programmes are typically instituted to promote learning, productivity, retention of the employees. The training programme is however directed towards mentors but the beneficiaries of the programme are both the mentors and mentees. Even the organization get benefitted directly by this programme. The participants (mentors) can expect the following benefits;

- To learn how to impart the on the job learning to team members to support them in speeding up getting matured and getting higher production.
- Learn how to transfer tacit learning and provide their team members with richer experience
- Learning the art of developing their team members with minimum investment
- Learning the art of motivating the team members by supporting them in achieving their career goals
- Learning the how to get benefitted by diverse knowledge of their team members.

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Performance Through Supervisory Excellence

Introduction/ Overview of program:

The line staff is being managed by the supervisors. They are the front line leaders and managers. Their competency is key to the performance and business results. The organizations are focusing on the competencies of their first line supervisors. They play a key role in team development and team motivation and thereby impact the team performance a great deal. Prime Performance Solution has designed a two days programme for enhancing the leadership skills and management skills of these critical leaders. The programme is packed with action and concepts and lots of experiential learning methods are used in programme delivering and adding value to participants' learning. Motivational tools and strategies are elaborated and lots of practical and implementable ideas are discussed during the programme.

The objectives of the Programme:

The two days workshop on Performance through Supervisory Excellence is oriented toward achieving the following objectives;

- To build first line supervisors' competencies to help them excel in achieving the business results
- To impart the supervisors with contemporary best practices for leading their teams

Who should attend:

The programme is designed for the first line managers who are managing teams who are facing directly with customers or delivering production.

Duration: Two days

Course Content:

1. Role of a supervisor
2. Team Building
3. Giving Constructive feedback
4. Working of team development
5. Performance enhancement through coaching
6. Goal Setting and goal achieving
7. Team motivation
8. Performance indicators and measurement

Benefits to Participants:

The supervisory skills programme provides various benefits to the front line supervisors and help them excel in the art of supervision. The participants can expect the following benefits;

- Learn about their strengths and improvement areas about supervision.
- Learn about latest team building techniques
- Learn about techniques of team coaching and team learning
- Internalize the characteristics of good supervisors
- Learn to manage the difficult employees
- Learn about how to create the performance oriented culture within the team
- Learn about how to measure the team performance and how to use measurements effectively for performance optimization.

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Effective Performance Appraisals

Introduction/ Overview of program:

Performance appraisal is an organizational process utilized for objectively evaluating the employee's contribution to overall organizational performance, and to determine how performance can be further improved. The performance appraisal acts as a motivational tool and is generally linked with lots of rewards and recognition. The effectiveness of a performance appraisal can be judged by - how well it supports to achieve the strategic objectives of the organisation.

Considering the high importance of Appraisal Process for 'employee satisfaction and organizational performance' it is imperative that process is implemented with high level of effectiveness and objectivity.

The objectives of the Programme:

The programme aims to further strengthen the employee's understanding of process and support the appraisers in effective implementation of this important organizational process and thereby boost employees' morale and satisfaction significantly.

Who should attend:

Programme is highly relevant for supervisors and managers at all levels having teams and intending to make their team members highly productive, empowered and matured in minimum possible time and minimum financial investment by transferring their tacit learning and experience acquired long period.

Duration: Two day

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Course Content:

1. Over view of Performance Appraisal
 - ◆ Meaning and definition
2. Objectives of Performance Appraisal
 - ◆ Organizational objectives
 - ◆ Employee objectives
3. Process of performance Appraisal
4. Issues in performance Appraisal
5. Advantages of performance Appraisal
6. General Methods and Techniques
7. Traditional and Contemporary
 - ◆ Organizational Process for Performance Appraisal
8. Constructive Feedback
9. Supervisor's Checklist for Performance Appraisal
10. Appraisee's checklist for Performance Appraisal
11. Documenting performance Summary
12. Responding to employee's concerns / reactions
13. Process of Goal setting ,
14. Goal achievement

Benefits to Participants:

The participants shall be able to experience the following benefits after going through this programme.

- ◆ Achieve a good understanding of appraisal process for organisation
- ◆ Be clear on do's and dont's of appraisal process
- ◆ Understand and practice how to conduct an appraisal meeting
- ◆ Understand and practice the methods of constructive feedback
- ◆ Equip themselves with effective methods of handling employee's concerns and reactions during appraisal dialogue
- ◆ Understand and practice the process of goal setting
- ◆ Learn how to link the Organizational objectives and individual goals
- ◆ Practice individual developmental plan
- ◆ Learn how to create an goal achievement climate within their team



Behavioral Event Interviewing

Introduction/ Overview of program:

BEI's can be one of the most reliable tools in predicting an applicant's future on-the-job performance.

The theory of behavior event interviewing (BEI) is simple. It considers the best way for an organization to predict an individual's future behavior and performance is to have the individual talk about their past competencies, behavior and performance. There are additional benefits to both the organization and the individual as well.

This interview style is based in the belief that hypothetical responses – which are what most people give and what most interviewers ask for - do not predict how a person will act in a future situation. In fact, most of the time the answers an interviewee provides are what they believe the interviewer wants to hear.

The additional benefits BEI's provide are the opportunities for HR departments and interview panels to use a standardized assessment method to measure the responses and qualifications of their prospects. .

The objectives of the Programme:

By the end of the session the participants would be able to learn techniques to conduct Behaviour event interviews and shortlist potential employees.

The take away of the programme involves Interview evaluation forms for behavioral competencies for spe-

Who should attend:

Programme is highly relevant for supervisors and managers at all levels having teams and intending to make their team members highly productive, empowered and matured in minimum possible time and minimum financial investment by transferring their tacit learning and experience acquired long period.

Duration: Two days

Course Content:

- Selection and recruitment fundamentals.
- Types of Interviews Biographical, Situational and Competency based interviews.
- Interview Flow: Start, Body and Closure.
- Questioning Techniques: Probing, Coding and Attribution.
- Competency specific probing, L1, L2, L3.
- Establishing the consistency of information
- Behavioural event assessment question techniques
- Cultural fitment questioning
- NLP techniques to support your assessment

Benefits to Participants:

Behavioral Event Interview can be used both by HR staff and managers. Its purpose is to get information to assess and evaluate candidates or employees and set forecasts in terms of their key competences necessary for the given position. The participants after going through this two days of programme;

- Will get an objective, fair and reliable tool for evaluating and comparing candidates.
- Can identify the best candidates for desired positions.
- Can identify the best employees in for specific corporate culture.
- Will get data that you can further classify and evaluate.
- Will set clear criteria for employee selection or assessment.
- Can eliminate bias in assessment.
- Will set reliable expectations regarding employees' future performance.

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Maximizing Your Available Time

Introduction/ Overview of program:

Time is one of most important resource given to us by nature. Time is also most squandered resource. Still everyone wants to get best out of available time. Every one uses some technique to manage the time. Most basic method is to use To-Do lists. We all are familiar with the fact that how useful To-Do Lists are when we get started in our careers. However, To-Do Lists can quickly become overwhelmed when we take on responsibility for multiple projects - as many of us do when we become managers.

One of the problems is that, for most of us, our To-Do Lists are not planned, focused, action lists. Rather, they are a sort of a catch-all for a lot of things that are unresolved and not yet translated into outcomes. Another problem is that once you have more than, say, 20 entries on your list, it becomes cumbersome and difficult to use. This means that you start missing key activities and commitments.

To-Do list is one of the very basic tools in time management. Time management is more about managing the self than managing the time. What are the other approaches in time management? We need to understand the same to get the best out of our time. The action packed programme talks about the different approaches on time management.

The objectives of the Programme:

The programme has been designed to help participants to

- Manage their time more effectively
- Apply a structured process to shape their current and future commitments
- Proactively schedule tasks, construct weekly plans and daily to-do lists
- Adopt strategies and techniques to handle procrastination and interruptions.

Who should attend:

Programme is highly relevant for executive at all levels in the organization who want to achieve the best out of their time.

Duration: One day

Course Content:

- ◆ Evaluating How well You Manage Your Time
- ◆ Essentials of time management
- ◆ Determining your time management style
 - ⇒ Evaluating your current strengths
 - ⇒ Characterizing your personal style of time management
 - ⇒ Recognizing opportunities for improvement
 - ⇒ Assessing the effect of your time style on others
- ◆ Understanding time Grid – Stephen Covey Model
- ◆ Envisioning where you want to be
 - ⇒ Leveraging the power of imagination
 - ⇒ Articulating your personal mission
 - ⇒ Choosing a future that works for you
 - ⇒ Prioritizing and Scheduling
- ◆ Building your schedule
 - ⇒ Assigning tasks into a weekly and daily schedule
 - ⇒ Scheduling to create greater work/life balance
 - ⇒ Creating a dynamic to-do list
 - ⇒ Reducing mental clutter
- ◆ Overcoming procrastination
 - ⇒ Identifying the root causes of inaction
 - ⇒ Beating the deadline-driven trap

Benefits to Participants:

By the end of the workshop the trainees shall be able to learn

- ⇒ How to decide on the key priority
- ⇒ How to develop an effective time schedule
- ⇒ How get rid of habit of procrastination
- ⇒ How to create a workable To-Do list
- ⇒ How to find the time waster in the schedule
- ⇒ How to avoid interruptions and adhere to the schedule

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Business Etiquettes for Effective Executive

Introduction/ Overview of program:

Etiquette is a set of unwritten rules that apply to social situations, professional workplaces and relationships. In the business world, good business etiquette means that you act professionally and exercise proper manners when engaging with others in your profession. Good business etiquette is a valuable skill-set that will make you stand out from others, enhance your chances at success and help you land that dream job.

In business, the relationships you build are critical. Establishing good rapport is significant if you want to progress your professional future, take on new clients, impress your boss or close that final sale. The way to build positive relationships in the business world is by exercising good etiquettes.

Good business etiquette is the recipe for advancing your career. In the business world, people with good etiquette are rewarded for their professional and polite skills.

The objectives of the Programme:

The one full day workshop is aimed at imparting knowledge to the participants about the

- Importance of business etiquette and social etiquettes and thereby help them in creating very good impression in business and social environments .
- Providing them enough practice to help them internalize the applicable business etiquette in various business environments

Who should attend:

Programme is designed for the young professionals who want to build their career by developing professional and personal relationship in organizations and social circles, by implementing right etiquettes and mannerism.

Duration: One day

Course Content:

- Understand what etiquette is & why it's important
- Effective introductions
- Creating good first impression
- How to memorize names
- steps for effective handshakes
- Managing conversation with unknown people
- Professional office conduct including:
- Do's and don'ts in meetings
- Fundamentals of email etiquette
- Telephone etiquette fundamentals
- Learn how to dress for success

Benefits to Participants:

By the end of this course, participants will:

- Learn professional and social skills namely;
- Effective introductions
- Creating a good first impression
- Minimize nervousness in social situations
- Master the art of memorizing names
- Learn the steps for effective handshakes
- Master professional office conduct including:
 - ⇒ Etiquette in relation to open plan & cubicle environments
 - ⇒ Working out of the office
 - ⇒ Do's and don'ts in meetings
 - ⇒ Eating at work.

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A Tryst with Destiny

"I'm a great believer in luck and I find the harder I work, the more I have of it." - *Thomas Jefferson*

Introduction/ Overview of program:

Have you thought about what you really want from life—whether or not you've been able to achieve and create it yet?

Do you want to:

- Earn more money ... pay off your debt and afford the lifestyle that allows you freedom and choice to do what you love?
- Take your career or business to the next level with clarity and power?
- Have more time to enjoy yourself and those you love?
- Travel and see parts of the world you have always dreamed of ?
- Make a greater impact on the world ... and know that you are making a difference?
- Achieve the success you desire in all the areas of your life with balance and ease ?
- Lose weight and improve your health?
- Build stronger, more rewarding relationships with your loved ones, friends, and colleagues?
- Develop an unshakeable confidence in your ability to achieve any goal?

If you answered "yes" to one or more of these questions then you would like to attend this three days training. The training helps in understanding the success principles and helps you designing your success charter.

The objectives of the Programme:

The three days action packed programme has been designed to help the participants to ;

- Find out the purpose of their life
- Help to chart out their life goals and getting them started by overcoming the natural tendency of resistance to change

Who should attend:

This three days workshop is life changing experience for every one who wants to become successful in life and want to achieve their life goals. The programme is designed for professionals, businessmen, students and every body else who is looking forward to an enriched life with purpose and abundance.

Duration: Three days

Course Content :

- How to identify what you really want
- The main reason most people resist change
- Setting your life goals
- The top 5 reasons most people refuse to set goals
- Innovative ways to motivate yourself
- Proven tactics that instantly allow you to push through fear and take action
- power of Mastermind Alliances
- How to find... and stay focused on... your core genius
- How to ask for (and get) everything you want
- The single best way to successfully deal with setbacks, failures, and defeats.
- The importance of celebrating your
- The "Magic Tactic" to eliminate negative self-talk and limiting beliefs
- Door-opening techniques to access powerful mentors and friends

Benefits to Participants:

The participants can expect the following benefits;

- Become aware of what they truly want from their life
- Learn the habits of success and get motivated to move forward in life
- Develop an effective action plan for achieving their life goals
- Learn meditation and start using their mind power to achieve success in their life
- The how to eliminate negative self-talk and limiting beliefs

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Subordinate Development

Introduction/ Overview of program:

The vital importance of Subordinate development

If you spend the same amount of time and energy developing your people as you do on budgeting, strategic planning and financial monitoring, the payoff will come in sustainable competitive advantage. Larry Bossidy and Ram Charan, 2002

The above context makes it very clear why leaders must work towards subordinate development. Organizational plans and goal achievement completely depends upon the kind of competence the subordinate possess. Leader's own growth in organisation depends on the competency of their team. Therefore it is imperative that all leader pay attention and do every thing possible for employee development.

Leaders must learn how to develop their subordinates and how to motivate them for continuous learning and development. Programme is oriented towards the subordinate development

The objectives of the Programme:

The subordinate development programme aims at imparting tools and techniques to managers and leaders to help them develop their subordinates. The programme has been designed with following aims;

- Create a culture of subordinate development across the organisation
- Create an environment of higher performance achievement by sustainable development
- Create culture of learning and development across organisation

Who should attend:

Programme is highly relevant for corporate leaders and managers at all levels having teams and intending to make their team members highly productive, empowered and matured

Duration: Two days

Course Content:

- ◆ Understanding employee development
- ◆ How good are you at subordinate development
- ◆ Tool kit of subordinate development
- ◆ Pygmalion effect—power of expectation
- ◆ Motivating for development
- ◆ Constructive Feedback
- ◆ Delegation an effective developmental tool
- ◆ Training as developmental tool
- ◆ Coaching and counseling
- ◆ Mentoring
- ◆ On the job learning

Benefits to Participants:

The two days workshop helps the participants to learn the art of subordinate development. By the end of the programme, the participants shall be able to realize the following benefits;

- Learn the importance of subordinate development
- Learn about various tools and techniques for subordinate development
- Appreciate own strengths for subordinate development
- Learn how to give constructive feedback
- Learn how to coach and counsel their subordinates
- Learn the intricacies of mentoring and other developmental tools.

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Change Management

Introduction/ Overview of program:

Change management is an approach to transitioning individuals, teams and organizations to a desired future state.

Organizational change is a structured approach in an organization for ensuring that changes are smoothly and successfully implemented to achieve lasting benefits. In the modern business environment, organizations face rapid change like never before. Globalization and the constant innovation of technology result in a constantly evolving business environment. With the business environment experiencing so much change, organizations must then learn to become comfortable with change as well. Therefore, the ability to manage and adapt to organizational change is an essential ability required in the workplace today.

The objectives of the Programme:

The objective of the program is to support organisation to create change oriented culture and create change agents who can prepare for change, manage and lead change and reinforce change.

Program focuses in imparting knowledge about the issues arising due to continuously changing business scenario and methods to tackle the same.

Who should attend:

Programme is highly relevant for corporate leaders and managers at all levels involved in change management and who have to lead the organisation through turbulence of changing business landscape.

Duration: Two days

Course Content:

- Change a continuous process
- Change management process – Kotter's Model
- Readiness assessments and action planning for change
- Communication and communication planning
- Coaching and training for change management
- Training for change
- Responsibilities of various stakeholders in change Process
- Sponsor activities and sponsor roadmaps
- Resistance management and overcoming obstacles
- Handling conflict for smoothening change
- Data collection, feedback analysis and corrective action
- Celebrating and recognizing success

Benefits to Participants:

By the end of the program the participants shall have a good understanding of tools and techniques used in Change Management

- Learn to create to define measurable benefits due to change and stakeholder objectives
- Learn to create a business case for change management monitor risks, dependencies, costs, return on investment
- Learn how to effectively communications that informs various stakeholders of the reasons for the change, the benefits of successful implementation
- Devise an effective education, training and/or skills upgrading scheme for the organization
- Provide personal counseling to alleviate any change-related fears

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