



NIIT

WORKPLACE SKILLS

A comprehensive list of solutions for business-aligned leadership and professional development training.

CATALOG



PROGRAMS

Leadership & Management Development

Helping leaders “BE” by learning and then doing. Skills that are needed for success as a leader.

Personal Effectiveness

Developing skills required to Grow, Negotiate, Communicate, Present, or manage self.

Digital Skills

Helping leaders develop future skills to create a transformative outcome.

Diversity and Inclusion

Improving culture by being more inclusive and recognizing barriers to inclusion.

Executive Coaching

Building capability through one-to-one or one-to-group coaching via certified coaches in the field of leadership development, emotional intelligence, women leadership etc.

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Program

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Leadership and Management Development

LEADERSHIP & MANAGEMENT DEVELOPMENT

BUILDING HIGH PERFORMING TEAMS



Workshop Overview

86% of employees and executives cite lack of collaboration or ineffective communication for workplace failures - Salesforce

Teamwork is one of the essential elements for the success of any endeavor. Collaboration is necessary for success, whether sports or a production floor, a home or manufacturing set-up.

This program is unique in creating enthusiasm, trust, and cooperation in homogeneous or multi-disciplinary teams.

Topics Covered

- > Recognize the dynamics that make high performing teams
- > Learn how teams evolve
- > Recognize the various roles that make an effective team
- > Identify the key components of team engagement



vILT



2 Hours



10-14

MANAGING HYBRID TEAMS



Workshop Overview

The number and importance of global virtual teams are growing. 85% of people work on virtual teams, and the same percentage indicates that teamwork is critical for their business success. While technology enables and makes working in global teams accessible, the need for connection, collaboration and trust are even more. This program helps managers overcome the challenges of globally distributed teams, shares strategies to work more collaboratively, and helps develop skills to enable successful teams.

Topics Covered

- > Build and maintain virtual teams to create success
- > Identify common challenges in working with global, virtual teams
- > Identify and use strategies to overcome challenges in managing virtual teams
- > Identify and use the appropriate communication skills needed to effectively lead a virtual team.
- > Commit to actions to improve your management of virtual teams



vILT



3 Hours



10-14

LEADERSHIP & MANAGEMENT DEVELOPMENT

MANAGER AS A COACH



Workshop Overview

According to a recent Chief Learning Officer Magazine survey, the top desired skill for front-line managers is coaching. When appropriately executed, coaching provides greater intrinsic motivation, which - in other words, means inspiring the self-directed willingness to try new things and make discoveries. According to McKinsey, when employees find greater intrinsic motivation, they are 32% more committed to their work and 46% more satisfied with their jobs. Do managers need training on how to coach employees? A resounding 93% of those surveyed said, "yes." – Source: Workhuman. This workshop equips people leaders with the skills and tools required to be effective coaches. A highly interactive, insightful, and practical program to help managers start their journeys as coaches.

Topics Covered

- > Adopt a coaching mindset
- > Apply a coaching process that creates clear goals and actions for performance
- > Learn different ways you can coach your people
- > Apply a coaching model to help build performance
- > Communicate effectively as a coach using a wide range of powerful questioning and listening techniques
- > Incorporate feedback model into your coaching conversations



vILT



3 Hours



10-14

MENTORING SKILLS



Workshop Overview

One of the key success factors for success at work has been having a mentor who helps you navigate the hills and troughs of corporate life. In 2020, more individuals than ever wanted a mentor, and more organizations are trying to provide mentoring in the workplace as a learning and development initiative.

Over two-third of US Gen Y-ers would take a pay cut to work at a company offering good mentorship opportunities - Workplace.com

A program that helps your managers mentor can significantly boost workplace culture and upskilling your high potential workers. This program provides tips and tools to establish a mentor-mentee relationship with practical models to facilitate effective knowledge sharing.

Topics Covered

- > Discuss the difference between Coaching and Mentoring
- > Explore reasons to mentor & skills you will need to mentor
- > Setting up the mentoring relationship
- > Practice the 5 Phase mentoring relationship model



vILT



2 Hours



10-14

LEADERSHIP & MANAGEMENT DEVELOPMENT

LEADING THROUGH CHANGE



Workshop Overview

Research says 70% of change initiatives fail. Change dynamics are intimately tied to context, and every context offers unique interpersonal, structural, cultural, and competitive dynamics.

This workshop provides leaders with tools, techniques and strategies, and most importantly practice to prepare for a change through understanding the dynamics of transitions, the emotions people feel, the process of validating the emotions and then guiding them through change. We look at why people resist change and provide a model to guide people through change.

Topics Covered

- > Discuss the difference between change and transition
- > Develop techniques to manage the emotions during transition
- > Apply a model to manage resistance to change
- > Discover your role in managing change



vILT



2 Hours



10-14

MANAGING CONFLICT



Workshop Overview

Research shows that 60-80% of all organizational difficulties stem from strained relationships between employees, not from deficits in individual employee's skills or motivation. A typical manager spends 25-40% of their time dealing with workplace conflicts. That's one to two days of every work week - Washington Business Journal.

Conflict is inevitable when people with different personalities are put together to work. Quite often, the conflict could result in having a disruptive effect on team dynamics. As a manager, you are usually required to diffuse the situation and collaboratively resolve the conflict.

Our two hours course helps participants identify what causes conflict, recognizing early signs of conflict to defuse it early, identify individual conflict management styles and learn to manage conflict using the win-win mindset.

Topics Covered

- > Identify the causes of conflict
- > Identify your conflict handling style
- > Recognize early signs of conflict
- > Learn to manage conflict



vILT



2 Hours



10-14

LEADERSHIP & MANAGEMENT DEVELOPMENT

CREATING A FEEDBACK CULTURE



Workshop Overview

96% of employees say that they want to hear feedback regularly - HBR.

Feedback is critical to performance; we all know that. At the same time, giving or asking for feedback is one of the toughest jobs a manager needs to do effectively. Employees need to know how they are doing, else they are walking blind.

Effective and timely feedback is a critical component of a successful performance management program and should be used in conjunction with setting performance goals. This micro program helps participants with a structure to provide feedback, helps navigate the challenges of feedback and finally gives them tools to have feedback conversations in psychologically safe environment.

Topics Covered

- > Purpose of feedback
- > Practice models that help you structure your conversations more efficiently
- > Overcome common challenges or pitfalls to feedback and make feedback more effective
- > Transform performance conversations by including elements of focus, psychological safety and empathy



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2 Hours



10-14

EFFECTIVE DELEGATION



Workshop Overview

Delegation is an important skill to train and raise future leaders. When a manager delegates effectively, it can help team members to enhance their skill set and take on greater challenges. It helps create better relationships within teams and builds trust.

This program is designed to help participants master the art of delegation. The training covers delegation principles and process, barriers to effective delegation, and how to use delegation to empower and motivate staff. Participants will also develop their own personal action plan to improve and fine-tune their delegation skills.

Topics Covered

- > Identify your personal delegation style and its strengths and weaknesses
- > Recognize the varying levels at which work can be delegated
- > Identify the steps involved in the delegation process
- > Examine barriers to effective delegation and understand how to overcome them



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2.5 Hours



10-14

LEADERSHIP & MANAGEMENT DEVELOPMENT

YOUNG WOMAN
LEADERSHIP PROGRAM

Workshop Overview

A 2020 DDI study found out that organizations with 30% or so women leaders are likely to be in top 10% of organizations for financial performance. According to demographic data provided women currently comprise less than one-third (29%) of all leadership roles. And the large majority of these roles are first-level management positions. Part of the reason women may still be struggling to advance is because they typically receive less support in their transitions. Women reported that they received less coaching or feedback compared to men when they transitioned into their leadership roles. They were also less likely to be given the opportunity to take an assessment or receive training.

Our program helps organizations build their leadership capability by empowering the women to take on leadership roles and challenges associated with it.

Topics Covered

- > Implement personal leadership strategy
- > Feel more confident and able to respond at your best in challenging and stressful situations
- > Develop behaviors that align with & support personal leadership brands & career direction
- > Enhance your ability to influence others
- > Learn how to overcome biases and discomforts
- > Navigate complex relationships



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Custom



10-14

LEADING IN A
MATRIX ORGANIZATION

Workshop Overview

Gallup research shows that workgroups in the Matrix format are slightly more engaged compared to non matrixed groups. A large contributor to the engagement is Collaboration.

The derailer at the same time are lack of clarity of role & lack of trust. Skills like influencing lack in most situations which is critical if you need to succeed as a leader.

This micro course helps build the foundation of leading efficiently in Matrix Organizations by artfully building behaviours that help you succeed.

Topics Covered

- > Define the purpose of Matrix Workgroups
- > Discuss Challenges and Opportunities
- > Build Skills to effectively work in Matrix structures
- > Learn methods to develop a Collaborative mindset
- > Learn to Build Trust
- > Hone on your influencing skills



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4 Hours



10-14

LEADERSHIP & MANAGEMENT DEVELOPMENT

NEW LEADER PROGRAM



Workshop Overview

A 2016 survey of 500 managers from micro-learning platform Grovo found that 44 percent felt unprepared for their role. Additionally, 87 percent wished they'd had more training before becoming a manager.

From being the star Individual contributor to now a new manager is a challenging transition for quite a few. How do I become manager from a buddy, should I be friends with my team or be friendly, what is the best approach to give feedback, how do I coach and grow my team are just some example of skills a new manager needs to develop.

Our multi module course, helps IC's to transition smoothly as managers by equipping with tools and skills that prepare them for the challenges coming.

Topics Covered

- > Purpose of feedback
- > Practice models that help you structure your conversations more efficiently
- > Overcome common challenges or pitfalls to feedback and make feedback more effective
- > Transform performance conversations by including elements of focus, psychological safety and empathy



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2 Hours



10-14

LEADING TEAMS EFFECTIVELY



Workshop Overview

This simulation-driven learning experience will help leaders lead people and teams to success. It uses the award-winning iLead simulation to illustrate and reinforce the fundamentals of contextual team leadership. Learners will also get to access powerful tools you need to become a better leader who can assess, respond, and guide their team to better performance.

Learning Objectives

- > Identify the key qualities of an effective leader
- > Assess team members' capabilities and map them to business needs
- > Uncover different leadership styles
- > Flex leadership style to meet team members' needs
- > Apply learning and analyze participants' actions in a simulated environment



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Self-paced
Course



Simulation
Course

LEADERSHIP & MANAGEMENT DEVELOPMENT

COACHING FOR PERFORMANCE



Workshop Overview

This course helps managers get better at coaching their team members for performance. Through videos, activities and well-established frameworks, the participants are exposed to the knowledge and the tools they need to assess their team members, identify gaps and help them choose the best way forward.

Learning Objectives

- > Understand the meaning and importance of Coaching for performance
- > Identify the gaps in performance to plan an effective coaching intervention
- > Apply a structured approach to bridge the performance gap
- > Discover the challenges of coaching for performance and ways to overcome them
- > Apply learning and analyze participants' actions in a simulated environment



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Self-paced
Course



Simulation
Course

DEVELOPING LEADERSHIP RESILIENCE



Workshop Overview

Every adversity shows up as a learning opportunity. We have a choice to make - will we learn and grow out of the situation stronger, or will our spirits be crushed? This course helps participants develop resilient leadership qualities that allow them to guide their people through challenges and setbacks successfully. With compelling case studies, activities, and other tools, participants learn how to develop resilience and guide organizations and teams through unprecedented times.

Learning Objectives

- > Understand what leadership resilience is about
- > Learn to embrace resilience at a personal level
- > Understand the key ideas for building resilience in teams
- > Develop an understanding of resilience at an organizational level
- > Learn principles of resilience that can be applied to your daily routine



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LEADERSHIP & MANAGEMENT DEVELOPMENT

HAPPINESS@WORK



Workshop Overview

Leaders need to tackle issues that directly impact team members' performance and morale head-on and create conducive work environments. But how does one do it? Good leaders identify and address the significant determinants of their team member's happiness at work in order to foster happiness and enhance productivity.

Learning Objectives

- > Learn what the BAMBA Model of Happiness is and how to leverage it
- > Recognize the five needs that should be fulfilled to foster happy and successful teams
- > Identify the significant determinants of your team member's happiness at work
- > Employ creative and effective ways to address the identified determinants of their happiness and enhance productivity
- > Apply learning in a simulated environment and analyze your actions



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Simulation
Course

BUILDING TRUST



Workshop Overview

In an era of cutthroat competition and unforgiving deadlines, compromises might be made that shouldn't have been. This course will help participants understand how to manage the stakeholders and take the right action to build and maintain trust with your clients. After all, an organization is what its people are.

Learning Objectives

- > Establish the importance of building trust with your clients
- > Understand the key behaviors that impact trust
- > Interpret various relationship styles
- > Employ power maps to leverage interpersonal dynamics
- > Apply learning and analyze participants' actions in a simulated environment



ILT



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Self-paced
Course



Simulation
Course

LEADERSHIP & MANAGEMENT DEVELOPMENT

MANAGING SALES PIPELINE



Workshop Overview

Salespeople drive the growth and revenue generation of an organization. They need to be able to sell their products while simultaneously centering their efforts on making sure that the true needs of their customers are met. The goal of managing a sales pipeline is to smoothly and efficiently transform leads into paying customers who are happy about their purchases. With models, tested methodologies, and a detailed simulation, this course on driving sales effectively will help participants harness different selling styles so that their organizations can build strong, long-term relationships with their clients.

Learning Objectives

- > Understand the characteristics of a Rockstar salesperson
- > Identify the different stages in the sales process
- > Employ effective questioning techniques to understand customers' needs
- > Develop the right attitude for closing sales
- > Apply your learning in a simulated environment and analyze your actions



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Simulation
Course

DEVELOPING BUSINESS ACUMEN (PRODUCTS INDUSTRY)



Workshop Overview

Modern organizations are doing away with silos and expect their top talent to have a holistic approach to the business that goes beyond their own, immediate job descriptions. As a result, managers who know how to manage the challenges of different departments and their individual objectives, and then are able to use this knowledge to drive the organizational vision forward, are invaluable assets to their organizations.

Learning Objectives

- > Understand the importance of developing business acumen
- > Comprehend and analyze the interconnectedness of various business elements
- > Monitor the financial health of the business and devise strategies to improve it
- > Identify the factors that impact the buying decision of different customer segments
- > Appreciate the dynamics of a competitive marketplace and the various strategies at play
- > Apply your learning and analyze your actions in a simulated environment



ILT



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Self-paced
Course



Simulation
Course

LEADERSHIP & MANAGEMENT DEVELOPMENT

DEVELOPING BUSINESS ACUMEN (SERVICES INDUSTRY)



Workshop Overview

Modern organizations are doing away with silos and expect their top talent to have a holistic approach to the business that goes beyond their own, immediate job descriptions. As a result, managers who know how to manage the challenges of different departments and their individual objectives, and then are able to use this knowledge to drive the organizational vision forward, are invaluable assets to their organizations.

Learning Objectives

- > Understand the importance of developing business acumen
- > Comprehend and analyze the interconnectedness of various business elements
- > Appreciate the dynamics at play in a competitive marketplace
- > Learn how to leverage various success strategies in a services environment
- > Apply your learning and analyze your actions in a simulated environment



ILT



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Simulation Course



Program

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Personal Effectiveness

PERSONAL EFFECTIVENESS

MANAGING DIFFICULT CONVERSATIONS



Workshop Overview

Research says 57% of employees avoid having a difficult conversation and 66% feel stressed or anxious if they know a difficult conversation is coming up.

Disagreements don't disappear on their own. Being able to have difficult conversations effectively is an essential skill to maintain good relationships and team cohesiveness.

This workshop provides managers with tools, techniques and strategies, and most importantly practice to prepare for a difficult conversation, manage responses, and be assertive while handling these conversations. They will gain insights into real situations they have experienced and leave feeling more confident in dealing with them effectively.

Topics Covered

- > Establish the intent and outcome of a conversation
- > Identify what makes conversations difficult
- > Identify what makes people difficult to work with (difficult behaviors)
- > Prepare for difficult conversations
- > Learn to structure difficult conversations
- > Learn to deliver effective feedback



vILT



4 Hours



10-14

THE CRAFT OF SAYING NO



Workshop Overview

How many times have you said yes when you really wanted to say no?

Research from the University of California shows that the more difficulty you have saying no, the more likely you are to experience stress, burnout, and even depression (three things that hinder your emotional intelligence). Saying no is indeed a major challenge for most people.

"The difference between successful people and very successful people is that very successful people say 'no' to almost everything." - Warren Buffett

This micro-session helps participants navigate the struggles of saying yes and learn steps and strategies to being assertive. The last 30 minutes of the session would be practice with some real-life situations.

Topics Covered

- > Recall styles of communication
- > Take a deeper dive in assertive communication
- > Identify reasons we struggle to say no
- > Learn strategies for saying no



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90 Mins



8-14

PERSONAL EFFECTIVENESS

GROWTH MINDSET



Workshop Overview

"If you imagine less, less will be what you undoubtedly deserve", Debbie Millman.

A growth mindset is a belief that people, including oneself, can change their talents, abilities, and intelligence. Conversely, those with a fixed mindset do not believe that people can change their talents abilities and intelligence. Decades of research have found that those with a growth mindset are more mentally primed to approach and take on challenges, take advantage of feedback, adopt the most effective problem-solving strategies, provide developmental feedback to subordinates, and be effortful and persistent in seeking to accomplish goals.

Topics Covered

- > Understand Growth Mindset
- > Know how your mindset is formed (neuroscience)
- > How to change to having a growth mindset
- > Apply a 4-step process to prime the brain for the new mindset
- > Learn how to maintain and continue the growth



vILT



2 Hours



10-14

EMOTIONAL QUOTIENT



Workshop Overview

Emotional intelligence helps employees to increase their emotional self-awareness, emotional expression, creativity, tolerance, trust and integrity, and improve relations within and across the organization; thereby increasing the performance of each employee and the organization as a whole.

The Emotional Intelligence program will help participants increase their own effectiveness and support others in their teams to develop an Emotional Quotient (EQ).

The program focuses on teaching participants how to handle their emotions and gear them toward a positive outcome in communications and influencing.

Topics Covered

- > Learn the core skills required to practice emotional intelligence
- > Be aware how their emotions affect their behavior and performance
- > Recognize emotions in others, responding to those emotions in order to inspire high performance
- > Learn how to manage difficult conversations, challenging situations, and difficult people
- > Integrate empathy to promote strong relationships



vILT



4 Hours



8-14

PERSONAL EFFECTIVENESS

COMMUNICATE YOUR PERSONAL BRAND



Workshop Overview

Jack Welch once said, “control your destiny, or someone else will!” One of the most powerful techniques to control your destiny is to define and manage your personal brand.

Tom Peters was the first to use the term “Personal Branding” in his article in 1990s titled “A Brand Called You.” In this article, Peters wrote: Regardless of age, regardless of position, regardless of the business we happen to be in, all of us need to understand the importance of branding. We are CEOs of our own companies: Me Inc. To be in business today, our most important job is to be head marketer for the brand called You. Personal branding is about defining what makes you different and identifying qualities that make you stand out from the rest of the pack. It is also about how you articulate those qualities. In other words, how you package and sell the brand to your customers, and this program helps participants start the journey of building and maintaining their brands. The program is a series of self reflection, identification and build activities.

Topics Covered

- > Recognize the importance of personal branding at work.
- > Discover, create, and communicate your personal brand.
- > Identify what differentiates you from the other individuals around you.
- > Create a communication story



vILT



2 - 4 Hours



10-14

COMMUNICATING FOR IMPACT



Workshop Overview

Whether an individual communication is complex or not, it needs to be crafted thoughtfully by engaging your audience in relevant and meaningful ways. If you don't take the time to do so, your communication will still have an impact, but not necessarily the one you intend.

Why, how, and what we communicate matters—always. When we communicate our narratives well, we have credibility and the ability to inspire, engage, and empower everyone around us, and when we don't, we risk losing trust and confidence.

This program helps you identify the drivers of communication - effective speaking styles, listening, and questioning. It helps you navigate difficult conversations and articulate empathetically for building relations.

Topics Covered

- > Identify the drivers of effective communication
- > Build active listening skills that improve lines of communication with others
- > Learn how to accomplish what you want with assertive communication
- > Learn how to manage difficult conversations, challenging situations, and difficult people
- > Learn how to articulate sympathy and build better relations



vILT



2 - 6 Hours



8 - 14

PERSONAL EFFECTIVENESS

PRESENTATION SKILLS



Workshop Overview

Presentation skills refer to all the qualities you need to create and deliver a clear and effective presentation. Developing the confidence and capability to give good presentations, and to stand up in front of an audience and speak well, are also extremely helpful competencies for self-development and social situations.

Many believe that good presenters are born, not made. This is simply not true. Sure, some people are more relaxed and comfortable speaking in front of others, but everyone can learn the skills and techniques they need to increase their level of confidence and performance when presenting. This presentation skills training module addresses this concept of developing and delivering an effective presentation.

Topics Covered

- > Define the elements of a successful presentation
- > Learn the process for creating presentations
- > Construct a visually powerful "Presentation"
- > Create a blueprint to ensure preparedness
- > Develop key points and strategies to handle questions
- > Communicate with confidence



vILT



2 - 6 Hours



12-15

MAKE TIME COUNT



Workshop Overview

Being in control and improving time management skills seems even harder than ever. It turns out that that most people feel more productive if they manage their own time and workload but research shows only about 18% people have a time management system (TMS). Furthermore, 25% said they simply first deal with what feels most important, while 24% rely on their email inboxes to manage their priorities and, in accordance, their time.

This micro program on making time count helps participants prioritize what is urgent, help them plan their time and provide tools that can help reduce the time drainers. Hence, enabling productivity and balance.

Topics Covered

- > Break the loop of urgency and focus on what's important
- > Work on your "Sweet Spot" to enhance productivity
- > Learn prioritization techniques for effective time management
- > Implement tools and techniques to manage energy drainers



vILT



4 Hours



10-14

PERSONAL EFFECTIVENESS

DECISION MAKING



Workshop Overview

These days, we're all regularly faced with problems we need to solve and decisions we need to make.

As a manager, you will be faced with numerous situations where you will be unable to make a decision on your own and require inputs from others. This may be either because you lack all of the information required or because you need to make sure that the decision is acceptable to everyone involved.

This course will show you which techniques are the most efficient for various circumstances. It will help you solve both simple and complex problems and make decisions more easily and with more confidence.

Topics Covered

- > Identify decision making styles
- > Work on a decision from Problem solving to Decision making tools
- > Apply decision making to a real-life scenario
- > Know what to do when decisions don't go well



vILT



2 Hours



10-14

COMMUNICATING UPWARD



Workshop Overview

According to research, 75% of employees say that they would prefer to stay with a company that values their opinions and addresses concerns.

Upward communication in the workplace has become the most important type of internal workplace communications. Upward communication is the process in which employees directly communicate with upper management to provide feedback, share ideas, and raise concerns regarding their day-to-day work.

In this workshop, participants learn to change perceptions, consider their relationship with management, find ways to communicate more effectively, and learn techniques of influencing.

Topics Covered

- > Discover how to see things from the more powerful person's perspective
- > Consider how the way you think about the relationship may be getting in the way and what you can do about it
- > Look at how to identify and deal with different power styles
- > Investigate a range of practical techniques to manage people who have more power than you



vILT



3 Hours



10-14

PERSONAL EFFECTIVENESS

BEING RESILIENT



Workshop Overview

Over the past decade, flexible working arrangements have become standard practice around the world however working from home when it is not a choice means cultivating new strategies and mindsets for remote working.

Most home environments are not optimised for serious productivity. The boundaries between work and home can easily get blurred.

This program shows the most effective, practical tools and techniques to organize schedules to optimize working remotely. It equips individuals with action plans to improve resilience and be more efficient while working from home.

Topics Covered

- > Reflect on your resilience
- > Learn about building blocks to resilience
- > Appreciate how pressure escalates for each of us
- > Work on your and your team's emotional energy grid



vILT



2 Hours



12-15

CREATIVE THINKING / INNOVATION



Workshop Overview

Creative thinking is a way of looking at problems or situations from a fresh perspective that suggests unorthodox solutions.

Creativity lies within each one of us, and we just need a nudge to get those creative juices flowing. Whether it is an operational problem faced by company staff or a defect in a new product's design, creativity techniques help us think our way out of boxes we create around ourselves. The Creativity workshop draws heavily on Edward De Bono's lateral thinking techniques but is uniquely structured to show participants how everyone can use these in the workplace with a little practice. Our program enables the participants to think "outside the box."

Learning Objectives

- > The relationship between creativity and innovation
- > Breaking through thought patterns and assumptions
- > Simple methods and techniques to develop creativity
- > Methods and tools for generating ideas
De Bono's six thinking hats
- > The creative-thinking process
- > The opportunity to apply the methods and tools to generate ideas for improving areas of their own work



vILT



4 Hours



12-15

PERSONAL EFFECTIVENESS

NEGOTIATION SKILLS



Workshop Overview

According to Business news daily, only 40% of people feel confident in their negotiating abilities.

Negotiating is what business is all about. In the interconnected world, challenges have increased manifold, decisions made earlier now no longer make sense with changes in market conditions. With this, businesses require their people to be able to negotiate with more authority and conviction.

During this course, participants will gain practical insights, tools, and methods to help them prepare for successful negotiations. With a focus on "Win-Win," you learn to position your position, needs, and bottom line while keeping the other person's interest in mind.

Negotiations become easier when you are armed with practical tools to help steer toward mutual gain, and this course will help you achieve that.

Topics Covered

- > Recognize the types of negotiations.
- > Apply tools to prepare for negotiations.
- > Establish Position, Needs and Bottom Line
- > Evaluate way to reach win-win



VILT



2 Hours



10-14

WRITING EFFECTIVE EMAILS



Workshop Overview

Compelling professional messages are created when all the ingredients of structure, tone, content and phraseology, match what the reader is expecting.

Structuring plays a vital role in written communication. Before participants understand how to write effectively, they must first understand how to structure their written communication correctly. The program also focuses on bringing about awareness in the participants on the importance of maintaining the right one while writing.

By the end of this program the participants will be able to write convincingly and persuasively, write reports and emails that consistently achieve the intended impact, and use a writing style and tone appropriate to the intended audience and subject matter

Topics Covered

- > Express ideas via your writing in an organized and structured way
- > Write clearly, correctly and concisely in an appropriate tone.
- > Learn to express your ideas by organizing and structuring your writing
- > Be persuasive and intentional in your writing
- > Practice writing reports, proposals, success stories etc.



VILT



4 Hours



12-15

PERSONAL EFFECTIVENESS

CONDUCTING EFFECTIVE VIRTUAL MEETINGS



Workshop Overview

According to research about 71% of executives believe that meetings are a complete waste of time. – HRDigest. The top reasons for these meetings being unproductive are Bad preparation, Lack of an agenda, Over Running, Unsuitable technology and Bad meeting etiquette.

Considering a lot of these are fixable problems, most organizations suffer huge losses due to unproductive meetings.

Things can run smoother if you have an agenda, a structure, clarity of roles and responsibilities, definitive actions and a follow up plan. All necessary ingredients to an effective meeting. Having a facilitator run the meetings helps keep the discussions on point and keeps the agenda rolling.

This program helps participants recognize the cost of ineffective meetings and prompts them with a structure and plan to hold effective meetings.

Topics Covered

- > Elements of effective meetings
- > The meeting process (Plan, Facilitate, Action, Close, Follow up)
- > Facilitation techniques
- > Web conferencing best practices



vILT



2 Hours



12-15

BUILDING RELATIONS



Workshop Overview

Psychologists have long identified the desire to feel connected to others as a basic human need with interpersonal relationships having a significant impact on mental health, health behavior, physical health, and mortality risk (Umberson & Montez, 2010).

Relationship with co-workers is top reason for engagement at work (@77%) – Employee job satisfaction and engagement.

This micro program focuses on the factors that effect workplace relationships, reminds participants on the role of attitude and behaviors in building relationships and offers practical suggestions on how to build effective relationships.

Walk away with ideas that can be put immediately into action.

Topics Covered

- > Enhance your ability to create and maintain productive business relationships with peers, clients and leaders
- > Practice techniques designed to build rapport, credibility and trust
- > Learn how to navigate cultural and generational challenges.
- > Learn how to better manage conflict



vILT



4 Hours



10-14

PERSONAL EFFECTIVENESS

INFLUENCING SKILLS



Workshop Overview

Effective leadership today relies more than ever on influencing others. Each Interaction is an opportunity to develop trust and wield positive influence.

Influence comes from the Latin *influer*, meaning to flow into. Influence is the ability of a person or leader to affect, to shape, or to transform the opinions (convincing) and the behaviors or actions (persuading) of other people without necessarily having a formal authority over them. - CCL

The ability to influence and persuade positively is a skill that can be learnt and developed. Influencing to build strong on-going relationships and to gain acceptance and commitment from others is a key that helps gain commitment and support from others. This program will provide you with practical tips to build your personal influencing style and apply strategies to foster collaboration.

Topics Covered

- > Identify different influencing styles
- > Work on the Influencing framework
- > Learn strategies to get to a "Yes"
- > Apply principles of effective dialogue by creating a WIIFM
- > Learn how to use benefits to get a decision



VILT



4 Hours



12-15

CAMPUS TO CORPORATE



Workshop Overview

A new recruit takes their first step into the corporate world. They are lost and often grappling with the new challenges that confront them all of a sudden. The transition from life at the campus to a corporate environment is a big adjustment for many graduates. Expectations and responsibilities in the workplace are very different than those in the college.

This program is developed as a manual to help them sail through this paradigm shift by providing an in-depth understanding on how these new professionals should differentiate and react to the culture, learning, conflict, competition, etc., from campus & corporates.

This program aims at easing the transition for the new recruit as well as the organization that has hired them.

Topics Covered

- > Identify strategies to succeed in the corporate world
- > Develop a professional Brand You.
- > Communicate effectively in all professional dealings
- > Choose methods to create productive alliances and achieve mutual goals
- > Work with above-the-line thinking
- > Develop time management skills



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Custom



15-35

PERSONAL EFFECTIVENESS

INFLUENCING SKILLS FOR LEADING WITHOUT AUTHORITY



Workshop Overview

This course helps participants become confident leaders who are proactive and self-reliant in driving change that the organization needs to stay ahead of the competition. Through activities, videos, frameworks and other tools, participants learn how to read, understand and win over stakeholders towards their initiatives.

To be able to enroll others towards a common purpose, they need to be able to earn the buy-in of their stakeholders instead of demanding it.

Learning Objectives

- > Understand the importance and complexity of leading without authority
- > Employ influencing as an effective way of leading without authority
- > Leverage various tools and dynamics for influencing others
- > Apply learning in a simulated environment and analyze participants' actions



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Self-paced
Course



Simulation
Course

CRITICAL THINKING FOR BETTER DECISION MAKING



Workshop Overview

This course helps participants deconstruct, understand and appreciate the various factors that are involved in taking important decisions at work. Through activities, discussions, frameworks and the simulation experience, the participants will pick up the essentials that can help them become even better at employing their CTDM skills.

Learning Objectives

- > Uncover the challenges and significance of critical thinking at work
- > Understand the different elements of CTDM that must be taken into account
- > Appreciate the various factors that consciously and unconsciously affect decision



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Self-paced
Course



Simulation
Course

PERSONAL EFFECTIVENESS

ORGANIZING AND PRIORITIZING



Workshop Overview

This course helps participants enhance their ability to organize and prioritize effectively especially in changing and fast-paced environment. Through activities, case lets, frameworks and other tools, participants learn how to understand tasks and take actions and put customer interest first.

Learning Objectives

- > Respond promptly to tasks and address issues on time consistently
- > Assess problem on hand by thinking contextually and applying functional understanding
- > Classify issues and prioritize swiftly while being open to changes
- > Identify resources and delegate tasks while maintaining accountability
- > Resolve tasks within the ideal time and ensure its closure
- > Solve maximum customer complaints in the least time consistently



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Self-paced
Course



Simulation
Course

DEVELOPING EMOTIONAL INTELLIGENCE



Workshop Overview

The ability to deal with emotions at work is now being recognized as a key leadership attribute in many organizations.

But to be emotionally intelligent, leaders must be able to deconstruct emotions and their triggers, and then work towards addressing these in a positive manner. This simulation-powered course familiarizes leaders with an effective, time-tested framework that can help them become more emotionally savvy at work.

Learning Objectives

- > Define emotional intelligence
- > Develop personal emotional intelligence skills like self-awareness and self-regulation
- > Identify the common characteristics shared by emotionally intelligent leaders
- > Understand the value of emotions and how they affect working relationships
- > Explore ways to build relational competencies like social awareness and social skills



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Self-paced Course



Program
—

Digital Skills

DIGITAL SKILLS

Leading in the Digital World

INTRODUCTION TO DIGITAL LEADERSHIP



Workshop Overview

This course unravels the four pillars of Digital BLUR, followed by four leadership personas that align with each pillar. BLUR is an acronym that aligns with the four realities of the digital era, and stands for Boundaryless organizations, Limitless digitization, Unbounded innovation and Relentless iteration.

Learning Objectives

- > Build basic awareness of latest Digital trends and disruptions
- > Understand the context in which a Digital Leader operates
- > Understand the 4 personas of a Digital Leader: Networked Leader, Sense-making Leader, Design Leader and Agile Leader



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Self-paced Course

NETWORKED LEADERSHIP



Workshop Overview

One of the digital age's business realities is that organizations have become increasingly 'boundary-less.' As organizational silos dissolve, employees are empowered to connect to enable agility over bureaucracy. With both internal and external boundaries blurring away, there is a pressing need to become a networked leader who can spot the opportunities and build value for your organization.

Learning Objectives

- > Understand the persona, mindset and skills of a Networked Leader
- > Uncover what it takes to build a Fluid Mindset and become more curious
- > Utilize Organizational Dexterity to leverage networks and create alignment
- > Develop Social intelligence to achieve common goals by influencing stakeholders
- > Work with Systems Thinking to build a unified system by connecting the dots



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Self-paced Course

DIGITAL SKILLS

Leading in the Digital World

SENSE-MAKING
LEADERSHIP

Workshop Overview

In the last few decades, we have witnessed an evolution from the internet of computers to internet of humans to the internet of things. In the future, everything will be 'plugged in'. The immediate impact is that we will be living in an era of exponentially exploding data, information and algorithms. Given this new reality, we need leaders who can make sense of and lead in the exponential data-driven era.

Learning Objectives

- > Understand the persona, mindset and skills of a Sense-Making Leader
- > Develop an Insights-driven mindset to develop insights through data
- > Uncover what it takes to build Computational Thinking by asking the right questions to re-frame the problem
- > Utilize Critical Thinking and Decision Making in order to make rational decisions
- > Work with Storytelling to communicate complex situations in a simplified manner



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Self-paced Course

DESIGN LEADERSHIP



Workshop Overview

Digital native organizations do not box themselves within the traditional definitions and boundaries of an industry. Amazon, for instance, started as an online book retailer and today, is competing against Walmart on physical retail, with Google and Microsoft on cloud computing and with television production studios and broadcasters through their original streaming content. Given this new reality, we need leaders who are comfortable to lead in the era of unbounded innovation.

Learning Objectives

- > Understand the persona, mindset and skills of a Design Leader
- > Develop an Exponential mindset and learn to challenge the status quo
- > Uncover what it takes to build Innovative solutioning by decoding empathy
- > Utilize Inclusion in order to integrate diverse points of view
- > Develop calculated risk taking abilities and an openness to ambiguity and failure



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Self-paced Course

DIGITAL SKILLS

Leading in the Digital World

AGILE LEADERSHIP



Workshop Overview

As agility becomes a way of life for organizations, leaders will be called upon to demonstrate new mindsets and skillsets that encourage relentless iteration.

Learning Objectives

- > Understand the persona, mindset and skills of an Agile Leader
- > Develop a continuous learning mindset and demonstrate the ability to unlearn and re-learn at a rapid pace
- > Learn to demonstrates customer centricity, the ability to keep customers at the center of the decision-making process and rapidly iterate to create value
- > Learn to demonstrates change agility, the ability to manage and drive change within the organization
- > Become adept at talent dexterity, the ability to flex leadership styles



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Self-paced Course

LEADING VIRTUAL TEAMS



Workshop Overview

Virtual teams are becoming the norm rather than the exception these days. Often, those leading these teams have been entrusted with responsibilities but may not have been equipped with the tools they need to do the job effectively. They may prioritize people or results, but not both in a way that leads to win-win outcomes. This course is intended to help leaders develop a framework-based strategy so that they can be more impactful in their roles in ensuring performance, growth and commitment from their teams.

Learning Objectives

- > Learn how to establish effective virtual teams
- > Identify the challenges of virtual teams and ways to face them
- > Discover the concepts of virtual collaboration
- > Understand how to contribute as a virtual team member



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Self-paced Course

DIGITAL SKILLS

Leading Digital Execution

DATA VISUALIZATION FOR INFORMED DECISION MAKING



Workshop Overview

Data-driven organizations are 23X more likely to acquire customers, 6X as likely to retain those customers, and 19X as likely to be profitable as a result. While organizations are looking to improve their business with data, they also need to bridge the ever-widening gap between business and data. Analytics cannot deliver value unless aligned with business goals and needs. This course intends to help leaders address any gaps in using data and analysis for making business decisions.

Learning Objectives

- > Differentiate insight from information
- > Understand the importance of data visualization for data-driven decision making
- > Leverage principles of data visualization for effective storytelling
- > Learn how to identify and highlight relevant information in visuals
- > Apply the learning in a simulated environment and analyze it for use in real-life scenarios



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Simulation
Course

DRIVING INNOVATION THROUGH DESIGN THINKING



Workshop Overview

People who can solve thorny business problems for their customers are valuable assets to their organizations. This simulation-based course helps participants develop their abilities to identify problems, generate ideas, design solutions and drive greater value to customers by thinking beyond the boundaries of tried and tired possibilities.

Learning Objectives

- > Describe the fundamentals of Design Thinking
- > Solve complex challenges through the process of structured design thinking
- > Identify ways to drive innovation in your organization and deliver stellar value to customers
- > Generate ideas to build a culture of innovation in your teams and in your organization



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Self-paced
Course



Simulation
Course

DIGITAL SKILLS

Leading Digital Execution

AGILE WAY OF WORKING



Workshop Overview

In the era of ever-changing demands and customer-driven solutions, organizations need to work iteratively and respond quickly to succeed. The Agile way of working helps create responsive solutions that address customer needs.

This course will help participants understand and leverage Agile ways of working to generate customer-centric solutions and foster adaptable, responsive teams.

Learning Objectives

- > Respond to changes in the business environment in an Agile manner
- > Leverage Agile values to create customer-centric solutions
- > Enable teams to adopt Agile principles in their approach



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Self-paced
Course



Simulation
Course

CLEARING THE DIGITAL BLUR



Workshop Overview

The Digital Transformation journey is fraught with uncertainties and risks that organizations and leaders are unfamiliar with. Management playbooks from the industrial age offer very little meaningful guidance. Therefore, we need a fresh perspective to respond to the challenge. Clearing the Digital BLUR fills the gap by providing a handbook for navigating the strategic challenges of the digital age.

Learning Objectives

- > Become aware of digital trends that are driving digital transformation of organizations
- > Clear the digital BLUR by first clearly defining what Digital means to business, what the top myths are around Digital and present insights on the three types of digital disruptions we see in the industry
- > Bring to sharp focus the four crucial business lines that are blurring away in the digital age



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Self-paced Course

DIGITAL SKILLS

Leading Digital Transformation

DIGITAL FUNDAMENTALS



Workshop Overview

Digital is disrupting the world as we know it at a breakneck pace. To stay relevant and thrive in the digital world, organizations and individuals need to understand the dynamics of digital transformation and its impact on business. They need to swiftly comprehend, strategize and take action. This course helps leaders understand the magnitude of disruption caused by digital and develop the right mindset and methodologies needed to embrace the digital ways of working.

Learning Objectives

- > Build basic awareness of latest Digital trends and disruptions
- > Understand the current business model
- > Understand and apply different innovation levers on your business model
- > Prepare roadmap for your business
- > Take away a new future business model to drive digital in your organization



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DIGITAL SELLING
THE NEW REALITY

Workshop Overview

As the world becomes more digital, the way we sell has evolved. With the rising tide of digital transformation and the massive implications it has on sales, it's important for sales teams to have a grasp on digital sales techniques and processes. This course on Digital Selling helps in understanding some of the most prominent and effective strategies that can be employed to supplement the sales efforts.

Learning Objectives

- > Realize the importance and meaning of Digital Selling
- > Understand the modern buying journey and the new sales approach
- > Discover the strategies to leverage digital selling
- > Learn how to implement a digital selling strategy



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DIGITAL SKILLS

Leading Digital Transformation

DRIVING DIGITAL TRANSFORMATION



Workshop Overview

Digital transformations are complex and expensive, but they are also necessities in the Digital era. But for organizations to succeed in their transformations, they need champions who know how to enroll the entire ecosystem into the process while building alignment on strategy, culture and capability.

Learning Objectives

- > Understand what is digital
- > Learn how digital is introducing changes in various functions within organizations.
- > Understand various frameworks that can help you become change ready
- > Learn various skills that you need to develop to champion digital change across the organization
- > Apply the learning in an exciting gamified environment



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Self-paced
Course



Simulation
Course

DIGITAL LEAPFROG STRATEGY



Workshop Overview

Digital is thoroughly disrupting the business ecosystem, necessitating leaders to redefine strategies and business models to respond to the new opportunities that digital transformation presents. Aligned to the Digital BLUR framework, the Digital LEAPFROG Strategy course helps leaders formulate exponential digital strategies and innovate on their existing business models. This course equips learners with a framework called the Digital LEAPFROG business model to transform their organizations at the speed of digital.

Learning Objectives

- > Unlock exponential growth using the ecosystem
- > Build competitive advantage and a competitive moat for the business
- > Create a thriving ecosystem that adds tremendous value to customers



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DIGITAL SKILLS

Leading Digital Transformation

DIGITAL FAULT LINES

**Workshop Overview**

A vast majority of transformations fall by the wayside mainly due to their inability to overcome major fault lines in their path towards a digital future. Fault lines are fundamental shifts that cause cracks in the strategy execution process. These fault lines prevent an organization from succeeding in the digital transformation journey. This course will help you understand and overcome these fault lines.

Learning Objectives

- > Understand the Internal and External Fault lines
- > Learn how to navigate Internal fault lines revolving around the structure, process and information flow, goal and incentive alignment.
- > Learn how to navigate External fault lines that are mainly related to how the organization manages conflicts, how open or closed they should be to the external environment, how they should manage ecosystem data, processes around innovation.

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Program

—

Diversity and Inclusion

DIVERSITY AND INCLUSION

MANAGE YOUR BIASES



Workshop Overview

Deloitte inclusion survey of 3,000 full-time, US professionals conducted last year found that 80% of respondents believe their organization fosters an inclusive culture, yet 64% said they regularly experience and/or witness bias in the workplace.

Most people who are targets of bias say that bias negatively affects their happiness, confidence, and well-being.

Unlike conscious bias, people may operate in hurtful ways, not realizing where their own biases exist and operate.

Unconscious bias training is a great tool when tackling the “awareness” bucket of a DEI strategy. It helps to uncover biases that each of us holds and makes us aware of the fact that everyone has biases. It can be a hard-to-change behavior if you’re not sure what exactly it is you’re trying to change.

Topics Covered

- > Review bias and unconscious bias
-
- > Recognize patterns of bias
-
- > How bias shows up microinequities and microaggression
-
- > Intentional inclusion - key ideas to work on biases



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2 Hours



12-15



Program

—

Executive Coaching

EXECUTIVE COACHING

COACHING FOR PERFORMANCE



Outcomes

- > Feel confident in setting coaching and performance goals
- > Identify your coaching style
- > Understand and learn the difference between coaching and mentoring
- > Know how to adapt your coaching style to individuals
- > Be able to use the four key skills for “on-the-job” coaching
- > Feel confident while giving performance feedback
- > Learn facets of having difficult conversations



6 - 8 Sessions (1 Hour Each)

INFLUENCE WITH IMPACT



Outcomes

- > Identify the different influencing styles and recognize the need to flex their style on the basis of the situation and personality they are dealing with
- > Learn what makes people say “Yes.” Articulate their thoughts with impact
- > Learn skills such as questioning, listening, and rapport building to create influence
- > Understand the different personality styles and how to influence them
- > Learn to handle resistance and secure decision



6 - 8 Sessions (1 Hour Each)

EXECUTIVE COACHING

WORKING ON YOUR LEADERSHIP STYLE



Outcomes

- > Be clear on your leadership brand and how to use it to shape your impact.
- > Identify and define your authentic leadership model
- > Know your leadership style and learn how to adapt it according to situations.
- > Learn to create the right climate and culture for your team.
- > Be more re impactful in your communications and influence
- > Have greater authority and feel more confident in your impact



6 - 8 Sessions (1 Hour Each)

WOMEN IN LEADERSHIP



Outcomes

- > Implement the personal leadership strategy
- > Feel more confident and able to respond at your best in challenging and stressful situations
- > Develop behaviors that align with and support personal leadership brands and career direction
- > Enhance your ability to influence others
- > Learn how to overcome biases and discomforts
- > Navigate complex relationships



6 - 8 Sessions (1 Hour Each)



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For questions or comments, please write to businessimpact@niit.com.