



Evolve as leaders, increase performance of your team members by providing them regular feedback
and coaching, You are your team
Proposal- 4th June 2018

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Methodology includes
**Theatre, Psychology &
L&D tools** to create
experiential learning
solutions.

With years of research,
their philosophies are
published with leading
publishing houses like
Financial times, Pearson,
DK, etc.

We understand that each team,
company, industry has its unique
needs. We follow an exhaustive 4-D
process to customize interventions.

Have worked with teams at
HSBC, RBS, Wells Fargo,
Maxlifeinsurance, Fidelity,
Macquarie, IDFC bank, EY,
Mckinsey and Company, Coca
Cola, Nestle, SC Johnson and
many more

Over 27 years of
experience -
delivering work
across the globe
from our offices
in UK, India and
US.

THE MANDATE

The SITUATION

Our target group constitutes of 13-14 leaders from band GCB 4s (VP/SVP), across locations (India, outside India) who belong to Transformation change team. The leaders have a background in Six Sigma and are sitting at an average experience of 15-20 years and 5-10 years within HSBC. The target audience leads upto 10-28 people on an average while managing various services. The firm eagerly wants to work on creating a more engaging environment in which they are working with leaders on:

- Establishing Trust with each others and team members
- Being able to have crucial conversations with peers, team members
- Working collaboratively to enhance organization performance and achieve vision 2020
- Provide support to team members by giving them performance feedback and coaching
- While looking at future of the business, not discounting people issues

THE MANDATE

The Problem

The target group is delivering high numbers and doing really well in their job roles. During exit interviews and feedback from the stakeholders, few gap areas highlighted are:

- Leaders might be working in silos and unable to interact with each other to leverage best practices available
- Working in a high performance culture, the target group might be facing challenges while giving feedback to their team
- Regular conversation to enhance/discuss next level performance of team members

The Implication

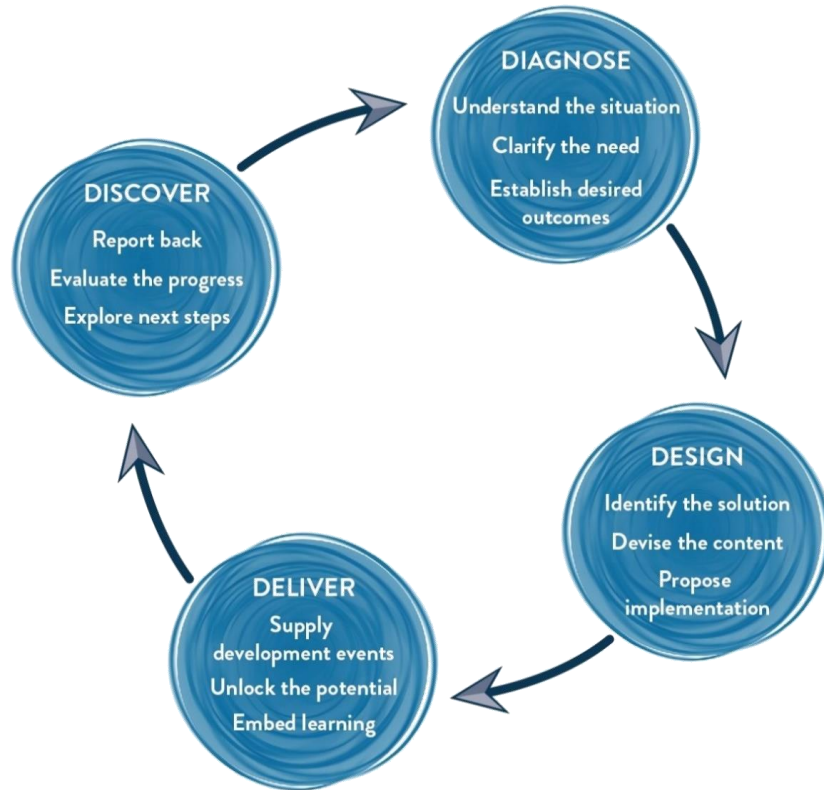
The target group is required to work cohesively with each other and also enhance the performance of their team members. Through this initiative:

- The target group needs to understand the importance of giving performance feedback
- Understand the value of having performance conversation and support through coaching.
- Since they are delivering high numbers, the next 3 years are very crucial for the leaders and loss of talent might be a high cost to the company

The NEED

Maynard Leigh Associates India is expected to deliver a transforming and experiential intervention for the target group to evolve themselves as leaders and team members. As a leader, they are required to have regular connect and manage their time judiciously for each team member. This one day intervention has to be engaging, focussing on the core messages.

THE APPROACH



The **Methodology**

We use Interactive theatrical exercises along with Psychological and L & D tools

THE DIAGNOSIS

Before we share the final design and learning objectives of the journey, we would like to interact with the target participants, vital stakeholder and HR stakeholder. All the combined inputs will be incorporated into the design and make it more relevant.

We would need information on:

1. Their work flow
2. Understanding vision 2020
3. Their understanding of leadership. According to them what are the essentials of being a leader?
4. How would they rate themselves as leaders?
5. According to them, how is their relationship with the team members? What would they like to see happen?
6. Their perspective on having performance conversation and giving feedback to the team.
7. As leaders, how important is to look at your team's performance regularly?
8. What are their expectations from the session?
9. Gathering anecdotes and relevant examples



THE DESIGN



Post the diagnosis, we get into the design phase of the learning intervention.

Diagnosis Report: Once the diagnosis is complete, the consultant will collate the entire report and share it with the HR stakeholder

Design Customization: The consultant will design the final objectives and customize the content of the learning intervention. Modules of the workshops are designed, activities are mapped to the examples, new handouts are drafted based on the content.

TENTATIVE LEARNING OUTCOMES

The objectives are based on **think + feel + act = performance**

Based on research done in instructional design that points to the fact that wholesome learning occurs when cognition (thinking) aligns with emotion (feeling), which then need to align with the sensorial or kinesthetic (new actions or what a person does differently after experiencing the learning)



- Regular & authentic recognition and feedback increases performance
- Performance conversation lead to better results
- I am my team
- Trust with my peers and team members will lead to better collaboration
- I can manage performance gaps through coaching



- Responsible towards team members
- Ready to recognize their team members
- Equipped to handle people issues
- More sensitive to the members aspirations and needs
- Bonded with my team



- Have difficult conversations with ease
- Provide support to team members through coaching
- Provide balanced feedback – strengths as well as areas of development
- Working collaboratively to enhance organization performance and achieve vision 2020

TENTATIVE DESIGN DAY 1

14 PARTICIPANTS WITH 1 CONSULTANT

Narrative	Session Name	Description	Methodology
Warming up the participants and getting them in a play state.	Brief Encounters & Warm up	Participants get to know each other in an interactive and fun way.	Facilitator led activity done in pairs
Aligning everyone on the purpose of the workshop.	Welcome and context setting	Ensure participants feel comfortable, informed of the objective to be achieved and are ready to learn.	Facilitator & MLA Intro
What are the patterns of leadership? How do we communicate with our team members? What are our interpersonal relationships like?	Team DNA: Blood Test	To create a highly engaged atmosphere where leaders/team members can gauge their current state & then talk about key excellence, leadership and cross-functional team co-ordination attributes like communicating to increase co-ordination, strategizing for effectiveness, planning, cascading vision, building an internal service culture, being proactive and focusing on process orientation for implementing goals.	A high adrenalin team game, to check team's behaviors'.
While communicating with our team members, which color of our personality are we bringing in	Inner Cast Of Characters - Bringing the right personality	Inner cast of characters - We have all traits and characteristics in us, identify one's that are most functional in the given scenario and helps in building relationship.	Done individually
Why regular, factual and developmental feedback is essential. It is imperative to create a culture where there is permission to fail.	Feedback 1 - 100	The activity also brings out the natural feedback pattern of the leader and provides good opportunity for them to communicate effectively to manage the team.	Highly engaging team activity. Interactive, relevant and impactful facilitator insights
How do you give feedback to your team without emotional vomiting? Ability to have difficult conversation with ease	Feedback Formula	A simple tool to give feedback to your teams. Communicate in a way which will help minimize perceptions and conflict.	Done in pairs
As a leader we need to constantly look out for our team and be able to coach, motivate & develop them. This would help in managing performance gaps	Coaching	Create clarity Generate options Move to action	Role playing coaching conversations
While working together, are we listening to each other. We have to provide support to each other to achieve vision 2020. Are we listening to one another.	Ball Game	Theatrical game. A fun game with a ball to explore how working together can lead to achieving the impossible.	People share ideas to achieve goals
Summary of your learning	Closure	Participants fill in their stop start and continue sheet	Participant led

DISCOVERY MEETING



We shall hold a one to one meeting with HR/ learning stakeholders after the workshop to take feedback on the intervention and how it was received and to determine the next action steps.

PROGRAM TIMELINES

Activity	Date
Diagnosis	20th June
Design submission & presentation	28th June
Delivery	6th July

THE INVESTMENT

1 DAY DIAGNOSIS (one time cost)		INR 70,000
1 DAY DESIGN (One time cost)		INR 70,000
Delivery for 14 participants		
Activity	Investment	Total
Professional fee for the workshop	INR 70,000 per day per consultant X 1 day X 1 consultant	INR 70,000/-
Learning Materials, folders, certificates	INR 200 per participant X 14 participants	INR 2,800/-
Total investment for the intervention		INR 2,12,800/-
Total investment per leader (approx.)		INR 15,200/-

COMMERCIAL T&C

- Client is responsible for providing venue, conference facilities, AV equipment.
- Travel outside Delhi NCR - Air, stay & airport/ venue cab transfers will be taken care of by Life strategies and will get it reimbursed on actuals
- Travel inside Delhi NCR - at Rs. 12.00 Per Km.
- Not inclusive of applicable taxes (As per GST guidelines).
- A commercial contract will be signed before the execution of the project.
- 50% of cancellation fee will be charged on any cancellation or postponements that occur within 3 to 20 working days of the confirmed date of delivery.
- 100% of cancellation fee will be charged on any cancellation or postponements that occur within 0 to 2 working days of the confirmed date of delivery.
- The above commercials are valid till the 31st March, 2019
- Contracts, legal & accounting paperwork (including billing & payments) will be in the name of "Life Strategies Humancare Pvt. Ltd."

ROOM LAYOUT



We love alternative ways of setting up a workshop! Creating an atmosphere where the participants feel absolutely comfortable, yet challenged. In this workshop, the use of theatre, team games and experiential methodologies are essential ingredients, hence we'd require ample place to move around and make noise.

Please book a space with ample natural light (Yes, we want sunlight streaming in) and no fixed furniture for the participants to work with one Maynard Leigh consultant.

THINGS REQUIRED AT THE VENUE

For the workshop, we will need the below mentioned:

- LCD projector and projection screen
- UPS Power Back-up for Laptop, LCD projector & Laptop speakers
- External speakers (for laptop connectivity). The external speakers should be loud enough for music playback
- White board & White board markers (2 blue, 2 black, 2 green)
- Flip chart and Flip chart stand with suitable clips
- Color pens (Normal sketch pens - about 30)
- Notepads and pens (for participants)
- Blu-Tac (This substance is used to stick things, posters or paper on the wall)
- 20 A4 Size normal and drawing sheets
- 2 tables for the consultant (one will be used for the projector and the other for keeping the handouts)

NEXT STEP



- **Contract and PO:** Once we close the commercials, let us begin the process to close the contracts and get the PO
- **Book:** Let us know the dates you are looking at so that we can have consultants available for you



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Consultant Profile

STEEVE GUPTA

Steeve is the Managing Director of Maynardleigh Associates India.

He is also a principal consultant in the delivery team. Steeve has worked with and consulted for Aricent, Airtel, AON Hewitt, Alcatel Lucent, Amdocs, Bharti Infratel, Birlasoft, Coca-Cola, Cognizant Technology solutions, Glaxo SmithKline, Dell Perot, Ernst & Young, Rediffusion DY&R, RBS, Max Bupa, Max Life, McKinsey & Company, Punj Lloyd, NEC HCL, Sopra, Sunlife, Suzuki and many other organizations.

Some behavioural areas that Steeve loves to work with and deliver workshops on include; Motivation for Peak performance, Team Behaviours, Vital leadership, Talent Engagement and Presenting & Public speaking.

In 2002, Steeve graduated from the University of Central Florida, with an MBA and specialization in International Business. He was inducted into the Beta Gamma Sigma honour society for graduating at the top of the business college.

In theatre, Steeve worked closely with Aamir Raza Hussain at Stagedoor productions and Oscar Nominee Victor Banerjee.

Deep Insight into people's behaviour, his experience of working with thousands of leaders, his commitment to creating an engaging, experiential & partnership based learning environment and focus on ensuring that business and individuals gain from the time spent in workshops are what make Steeve a great asset to Maynard Leigh.





maynardleigh
associates

| Contact: Jigyasa Sharma
Email: jigyasa@maynardleigh.in
Telephone: +91 9717922445