

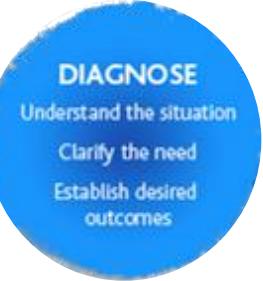
IMPACT & INFLUENCE



Articulate your thoughts, enhance your ability to present through storytelling, feel confident in conversation with a stakeholder.

Approach note: Ver1.0/ 25th November'16

INDEX



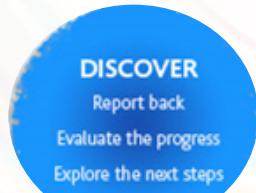
- Your need as we understand 3
- Our Approach 4
- Diagnosis 5



- Design 6
- Journey Overview 7
- Sample Learning Objectives of the workshop 8



- Sample Workshop Design 9-11
- Progress IT 12
- One on One Coaching call 13
- Implementation day 14



- Discovery Meeting 19



- Program Timelines 16
- Things Required at the venue 17
- Room Layout 18
- Your investment 19

Your need as we understand

Situation

There is a team of 8 to 10 senior executives of the pricing team at Genpact who have an experience of 8 to 10 years . Their qualification entails- CA, MBA (tier 1 institutes). They are required to work upon:

- Presenting: How to present your thoughts on an official document?
- Articulate: How do you focus on the point the document has to make?
- Intelligent Pushing: being able to give logical push back to the stakeholders in the organization.

They are currently shying away from having conversation with the stakeholders and escalating it to the Pricing leader directly.

Problem

The gaps observed due to the current scenario are:

- Ability to present and storytelling: The internal sessions should be take by the target audience, they should be able to lead the project and bring it to closure.

Opportunity

- In informal seating with the pricing leader, the target audience is able to share ideas which are 90% aligned to him. However, in a formal set up, they are unable to sail through.
- The escalation mails to the pricing leader should go down and the target audience should be able to handle situation at least at the first level on their own

Need

- There is a requirement to design a journey for the target participants for them to be able to present and articulate better and be more able to give an intelligent push back to the senior leaders.

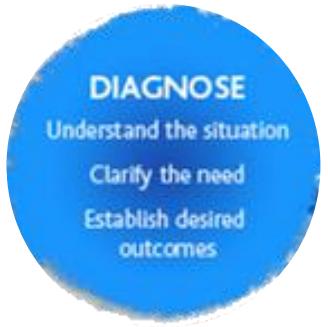
Our Approach



Methodology

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

Diagnosis



We propose to spend a day meeting the HR, target participants, their managers and reportees to collect information about-

1. **Current State - what's working, areas of strengths, challenges, etc.**
2. **How are their current interactions with the stakeholders?**
3. **Gather anecdotes, examples & situations relevant for the workshop.**
4. **Understand what stops them from pushing back.**
5. **Get to know their work flow**
6. **Their expectation from the workshop**



DESIGN

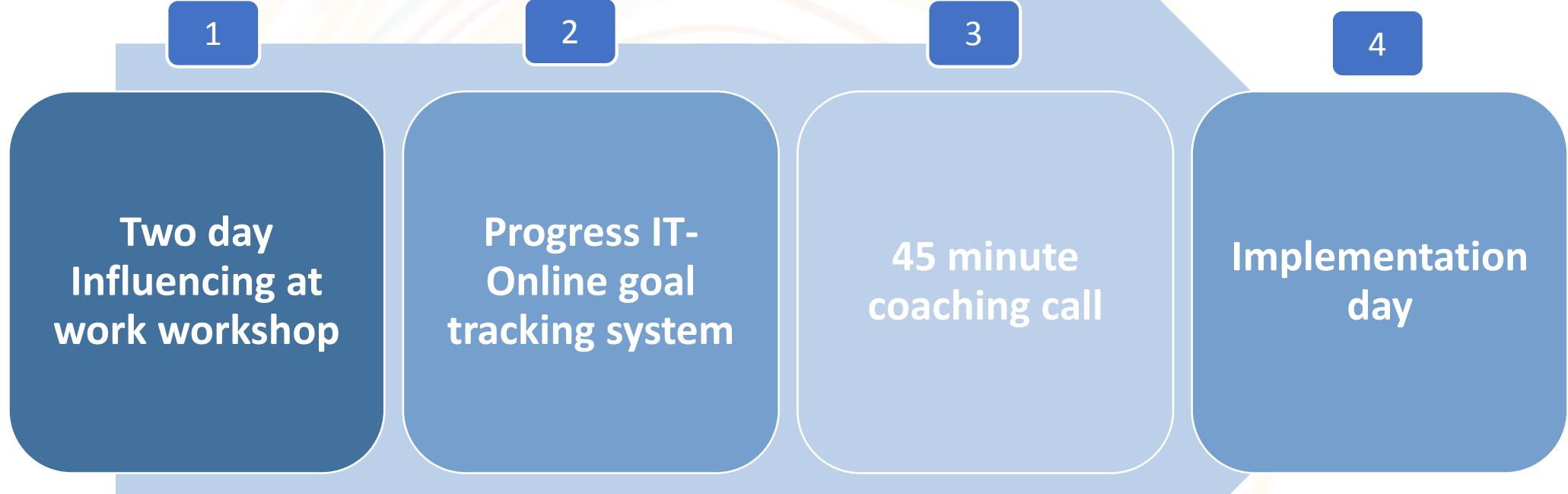
Post the diagnosis we will go to our next step: Design. Here we will do 3 things:

Diagnosis report: We will share a Diagnosis report with you which will have all the findings validated with examples. The names of the participants would be confidential.

Design Customization: Basis the inputs, the consultant will design a customized solution for the journey which would be absolutely relevant to your need.

Design Presentation: one we have put together the final objectives and design of the learning journey, we will present to you the whole solution either In person/ Skype call or any other mode you prefer.

Journey Overview

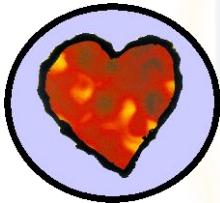


Learning Objectives- Influencing at Work(Sample): After the workshop, the participants will:



Think :

- I can talk effectively and persuasively to get support from senior leadership
- Preparation for my interactions with the stakeholders will help me sail through
- I need to anticipate the challenges, feelings and the reaction that my message can have on a stakeholder
- For intelligent push back, I need to have an adult to adult (logical) conversation.



Feel:

- **Comfortable** to have difficult conversations
- **Ready** to have equal interactions with the stakeholders
- **Confident** to present my case logically to the stakeholders



Be more able to:

- Gain and hold attention while interacting with stakeholders
- Apply need, want & desire to create a win win while having a conversation with my stakeholder
- Deal with difficult conversations while suggesting change/ being assertive
- Tackle a situation on my own.



Sample workshop Content: Influencing at work is a two day workshop which will have 10 participants in each batch with one consultant



Narrative	Session Title	Session Details	Methodology
Play and express yourself.	Welcome & Context Setting	<p>Introduction by the participants & the MLA Team</p> <p>Purpose of the Day</p> <p>Simon Says –Body Movement & Presence Exercise.</p> <p>Brief Encounters – Questions being asked to the participants to open up in a fun way.</p> <p>Experiential Context setting by the MLA Facilitators.</p> <p>(Small drama)</p>	<p>Energizers/Movement – A Get Up & Do Activity</p> <p>Theatrical warm up</p>
Getting to know individual challenges.	Creative envisioning of the current situation	Participants share their challenges using different props	Divide the team into two groups
It is Vital for an individual to be thinking about the positive interactions/experiences he had (or heard) with the stakeholder you will be talking to.	Experiential Game "SPY"	<p>Powerful way to uncover that we live in assumptions and our subjective reality may be guided by our perceptions. A total shake up experience for participants.</p> <p>Assuming positive intent</p>	Facilitator led session
Dealing with Real Life Scenarios. & giving the participants various perspectives to look at their own situation.	Role Plays	<p>Facilitator takes one of the scenarios, and asks for volunteers to come and enact that scenario.</p> <p>(Facilitator can choose to disclose/or not disclose whose scenario is it, taking a buy in from the batch)</p>	<p>Play & Pause – Role Plays are being done, audience is also interacting/giving suggestions.</p> <p>Role Plays being enacted.</p>

Sample workshop Content: Day 1 contd: Influencing at work



Narrative	Session Title	Session Details	Methodology
While thinking about the stakeholder whom we are going to talk to, it is important we are able to rationalize the conflict going within us.	Rationalize our inner reality	Rationalizing with logic Having an inner dialogue 2 chair technique Research of audience Gathering/Validating data/facts/assumptions.	Playing Devil's Advocate Accumulate facts, gathering knowledge, Preparing for Influencing.
Dealing with Real Life Scenarios. & giving the participants various perspectives to look at their own situation.	Role plays	Facilitator picks up some more scenarios one by one from the fish bowl Interactive discussion on how our approach changes with having a rationalized aim	Psycho Drama Role Plays
Finding out the right buttons to press (Empathy) towards the other person	Rationalize the reality of the other person	What is going on in the other person's world? Exercise on "Character Profile".	Facilitator led activity
Dealing with Relationships Tools to work on the ineffective sides of the inner cast of character while working with different people.	The Inner Cast of characters	We have all traits and characteristics in us, Identify one's that are most functional in the given scenario and gels well with the Purpose/AIM & cast them. Identify the inner character most suitable for the situation.	Facilitator led activity
Dealing with Real Life Scenarios. & giving the participants various perspectives to look at their own situation.	Role plays	Facilitator picks up some more scenarios one by one from the fish bowl Interactive discussion on how our approach changes with having a rationalized aim	Two Chair Technique – Role Plays It is a psychodrama technique of being in the other person's shoe and looking at the situation from a different perspective.

Sample workshop Content: Influencing at work Day 2



Narrative	Session Title	Session Details	Methodology
	Recap from day 1	Participants share their learning from previous day and write down their individual case lets on which they will like to work on today and put into the fish bowl.	Participant led
How do we deal with status dynamics. It is important to feel like an equal while interacting with the stakeholders. Build relationships.	Courage and Consideration	•The concept of transactional Analysis- I am ok and You are ok	Facilitator led activity
To be able to express yourself logically and credibly, it is vital to have an equal stature conversaton	Adult to adult conversation	What is going on in the other person's world? Exercise on "Character Profile".	Facilitator led activity
Dealing with Real Life Scenarios. & giving the participants various perspectives to look at their own situation.	Role plays	Dealing with own emotions during the conversation.	Facilitator led activity
Model On Influencing Having a logical structure on how to present/communicate a business case. Giving benefit of doubt.	Influencing Technique Push, pull, Support & Offer (PPSAAO)	Sharing an Influencing Technique – PPSAAO Push – what s the burning issue Pull – what is the vision where you want to take them. Support –what support do I need? Anticipate – what he/she might ask Answer – proactively answers his concerns Offer – this is what I can offer	Experiential activity
Getting different perspectives to a situation.	Role plays	Facilitator picks up some more scenarios one by one from the fish bowl Interactive discussion on how our approach changes with having a rationalized aim	Forum Theatre Participants make pitches using the PPSAAO model and receive audience feedback on what the actors need to do to change the outcome that they currently see.

ProgressIT: Online goal tracking



ProgressIt® is a powerful on-line support system that provides follow through after a course, a workshop or learning event. We use this innovative service to:

- I. Help participants reach their self selected behavioural goals
- II. Show line managers what their colleagues have learned and report on the business results from their new learning
- III. Enable Human Resources departments to offer evidence of specific business gains stemming from a particular learning experience.
- IV. Assign supporters to these participants who will give feedback for a period of nine weeks.

ProgressIt® tackles these with a nine-week support service and a report at the end summarizing progress.

One on One Coaching Call



maynardleigh
associates

- 45 minute call
- Understanding from the participants, the challenges and issues faced by them
- Review the progress on the goals entered in the system and the way forward

This call will allow the coach & the leader to delve deeper into the area of development and as the sessions progress they will be better suited to practise the learning and revisit what worked & what could be better .

Implementation Day

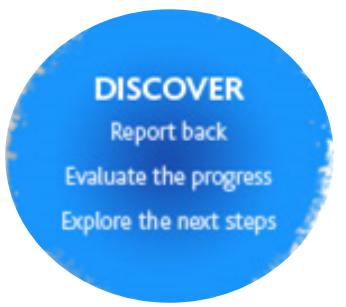


- Back in the workshop space with the same batch of 10 participants
- Duration 1 day
- 1 Maynardleigh facilitator

Objective:

Discuss, practise, share & coach each other in the areas that they found difficult to implement from the workshop. The facilitator creates an active learning space where participants share their learnings & practise winning in their areas of development. We touch areas of communicating change ideas and influencing stake-holders.

Discovery meeting



A one to one meeting with leader and L&D partner to review the journey and devise the next intervention for the same audience.

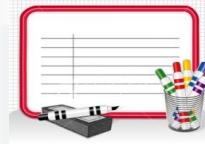
Program Timelines

Date	Day	Activity	Mode of Communication	To be led by
7th March	Tuesday	Diagnostic Schedule to be sent	Email shall be sent by MaynardLeigh to Genpact with the diagnostic schedule to meet/get on a call with the target participants, their manager and HR stakeholder for 30 minutes each.	Maynardleigh
14th March	Tuesday	Updated schedule to be sent by Genpact to MaynardLeigh . SPOC at Genpact to also block the calendars of the participants for the diagnostic session	Via Email	Genpact
15 th March	Wednesday	Diagnosis meetings	Maynardleigh Consultant to either call or meet the participants, their manager, HR stakeholder according to the schedule sent.	Maynardleigh
20 th March	Monday	Design to be submitted	Via Email	Maynardleigh
29 th March	Wednesday	Design Presentation	Maynardleigh consultant would present the design to stakeholders via call/in person/ skype	Maynardleigh
6 th & 7 th of April	Tuesday & Wednesday	Influencing at Work Workshop	To be done in a training room (room layout attached - Slide 13)	Maynardleigh
7th April	Friday	Initiating Progress IT-online goal tracking system	Online tool- automated emails to be sent by the system to the participants	Maynardleigh
10th April	Monday	Coaching call Schedule to be sent	Email shall be sent by MaynardLeigh to Genpact with the Coaching call schedule	Maynardleigh
17th April	Monday	Updated schedule to be sent by Genpact to MaynardLeigh , also to block the calendars of the participants of the Coaching calls	Via Email	Genpact
24th April	Monday	Return On Investement Report(Post workshop report)	The ROI report to be sent by MLA via email to Genpact	Maynardleigh
27th & 28th April	Thursday and Friday	45 minute Coaching Call per participant	Maynardleigh Consultant to either call the participants of the workshop . This will be a 45 minute coaching call	Maynardleigh
23rd May	Friday	Implementation Day	To be done in a training room (room layout attached - Slide 18)	Maynardleigh

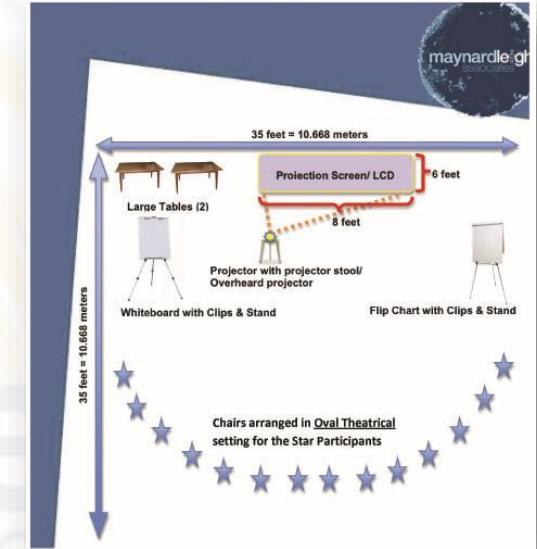
Things Required at the Venue



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 to play music for the team. 
- **White board** & White board markers (2 blue, 2 black, 2 green) 
- **Flip chart** and Flip chart stand with suitable clips 
- **Colour 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)

Room Layout



We love alternative ways of setting up a workshop! Creating an atmosphere where the participants feels absolutely comfortable and 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 12 leaders to work with one MaynardLeigh consultant.

Your Investment for 1 batch with 10 participants



<u>Diagnose & Design (For the whole Intervention)</u>			
One Day Diagnostic Interviews Design (creating report, customizing design, presentation of design)- 1 day worth of investment for designing the entire journey		INR 30,000/- (One time charge) INR 30,000/- (One time charge)	
<u>Delivery (for each batch of 10 leaders)</u>			
	<u>Activity</u>	<u>Investment</u>	
Step 1	Professional Fee for delivery of two day Influencing at work workshop	INR 55,000 Per Day per consultant X 2 workshop Days	INR 1,10,000/-
Step 2	ProgressIT- Goal Tracking System	INR 200 Per Participant X 10	INR 2000/-
Step 3	Professional Fee for 45- minute Coaching Calls	INR 4500 Per Participant X 10 Participants	INR 45,000/-
Step 4	Professional Fee for delivery of Implementation Day	INR 55,000 Per Day per consultant X 1 workshop Day	INR 55,000/-
	Learning Material, DO IT NOW card, Folders, Books (for the whole journey)	INR 750 X 10 (as per actuals)	INR 7,500/-
Total Investment for journey covering 10 leaders			INR 2,79,500/-
Total Investment per leader			INR 27,950/-



Let's work in partnership to create impact & unlock potential



**maynardleigh
associates**

For further information please connect with:

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