



A one day proposal for the line managers of HSBC

Your Need As We Understand

Situation

- HSBC is conducting a workshop for its line managers, covering 30 line manager of Band 5 AND 6 level. You've invited Maynard Leigh to partner on this intervention to cover:
- Negotiation in work setting
- Effective Delegation
- Effective Communication
- Managing Stress

Problem

- While you've created a deck detailing some of the behaviours you want us to work on, Rhoda and Dimpi have helped us with some specific examples to identify areas to focus. Some are-
- Taking Ownership
- Hesitancy to seek help
- Handling difficult conversations.
- Happiness at workplace is missing.
- Openness to discussion & Communicating effectively to give the message rather than just information

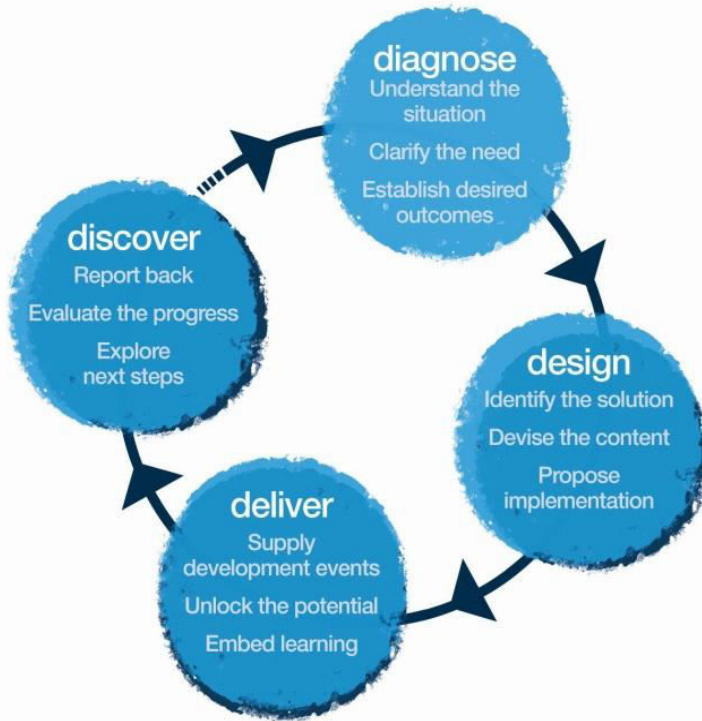
Implication

- The gaps in managing people, performance, feedback and effective communication may result in people losing accountability and trust
- Work may not be enjoyed due to mediocre leadership and communication
- Participants may be perceived as "boring" personalities

Need

You want us to deliver a high impact, shake-up, on the feet experiential workshop that leads to better people management, stakeholder management and effective communication and feedback.

Our Approach – The 4D Model



We would start with a further **diagnostic** conversation with different participants in your organization . We may also run an online profile to gauge the feedback for individuals to then **design** experiences delivered using theatre methodologies in the workshop along the lines indicated in this proposal.

The experience for the leaders would be **delivered** by an experienced MaynardLeigh facilitator. We pride in creating unique experiences which would help the team connect back to their behaviour's at work and otherwise.

We would recommend a **discovery meeting** with you after the workshop has been completed in order to get feedback on the themes and issues that were uncovered.

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Diagnose

We would want to spend time to undertake some pre-work in conversing with the participants, which would enable us to customize the solution for your exact needs:

Requirements:

- Telephonic conversation with a sample of 6 participants – half hour sessions each

Our Curiosity:

- Knowledge on internal and external stakeholders
- Stated reasons for them getting bored and not enjoying their jobs
- Examples of when they were closed and not open to discussion
- What are the things according to them that will motivate them
- How often do they have to demonstrate leadership? (Micro or macro managing teams)
- Collect scenarios of good and bad communication

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Design

Post the diagnosis we shall get into designing a customized delivery solution for your participants and we shall aim to provide the following:

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.

EXPECTED OUTCOMES



Think :

- “It is possible to develop a wide spectrum of colours in our leadership styles palette. We all have all the colours, it’s just a matter of unlocking them”
- “I have a responsibility towards my team”
- “If I don’t set a culture of accountability I will not be able to manage”
- “I must change some of my patterns of behaviour to grow as a leader”
- “Communication is not repeating or forwarding”



Feel:

- Ready to use my whole being to create more impact in communication.
- Challenged to ask when I don’t know
- Happy and energetic doing their job
- I am aligned to my audience needs
- Transparency is the key



Be able to:

- Continuously remain motivated
- Enjoy what I do
- Create a culture where there is permission to fail.
- Motivate my team
- To demonstrate able leadership
- Create a culture of transparency



Tentative workshop- Day- 1 – For 15 participants

Narrative	Session	Session details	Methodology
Let’s get to know each other a little better. Why are we here?	Introduction	Welcome Maynardleigh & participant Introductions Permissive Encouragement – Play & Express yourself	Theatre exercise
I understand the expectations that various stakeholders have of my leadership	Stakeholder Analysis	The participants individually will fill up handout that will give them insight into what are different stakeholders expecting from them.	Individual Exercise
The clarity with which I communicate with my team has a direct effect on the quality of output. Taking ownership of our own communication styles.	Bucket Game	A simple game which helps realise the clearer we are able to anticipate and communicate with our teams the better the results!	Experiential In Pairs
To be able to align to someone else’s vision or work towards your own vision, you need to be able to set your goals and prioritize.	Prioritization	Participants will be part of an exercise where they will explore: a) We can only achieve our goals if we take action on daily basis b) How do we currently prioritize our task and activities c) Quadrant Technique d) Strategic Planning and Execution	Storytelling and Individual Work
	Tea Break	11:00-11:15am	
A logical structure to negotiate while communicating with their teams	Negotiation - APOW	Ask-What is the expectation Probe- The reason behind expectation. Probe the unsaid Offer- Offer what you can do and what you need in return by the trust formula Walk – Know when to walk.	Participants present to each other, give and get feedback
	Lunch	1:15- 2:00pm	

Tentative workshop- Day- 1 Continued.. – For 15 participants

Narrative	Session	Session details	Methodology
Delegating- I see the value of a self-managing team	5 Zones of Delegation	Recognizing what to delegate – the five zones of delegation Recognizing whom to delegate to – referring back to skill/will The how of delegation	Facilitator led discussion
What is mentoring? Practicing.	Mentoring and Delegation Practice	An experiential activity wherein a task is assigned to an individual and his/her manager is trying to help to achieve the task. The team shares feedback	Done in pairs in front of the entire team
Exploring states of being submissive, passive aggressive, aggressive and assertive through a role play with multiple responses.	Courage and Consideration	Any uncomfortable conversation has elements of courage and consideration. We need to constantly move towards balancing the two.	Theatrical Exercise
	Tea Break	3:30-3:45pm	
Identifying the sources that are currently creating stress for self	Stress Management	Participants fill a stress assessment form to get aware of their sources of stress	Facilitator led
Emotional health is generated when we can start creating alternative narratives about our life situation. Through creative measures participants discover alternative ways of engaging with their life Situations	Conversation with Stress	Participants draw what stress looks like We pair up the participants and they share their pictures with each other Exchange their sheets and have conversation with the stress	
Exploring oneself by just pausing and standing wherever they are for 90 seconds	Dramatic Pause	Participants are asked to stand for 90 seconds and just pause everything that they are doing and become one with their being.	
WRAP UP – 5:30pm			

Your Investment for the intervention

ACTIVITY	BREAK-UP	TOTAL INVESTMENT
Diagnostics - Half day worth of Investment (One time Cost)	32,500	
Design - Half day worth of Investment (One time Cost)	32,500	
TOTAL		INR 65,000
Delivery Commercials per group of 15 people		
a) Professional fee for delivery (65000 X 1 days X 1 consultant)	65,000	
b) Learning Material, Folders (150 X 15)	2,250	
TOTAL - For a group of 15 participants		INR 67,250
TOTAL INVESTMENT		INR 1,32,250
Cost Per participant (132500/15)		INR 8833.33

Commercial Terms & Conditions

- Client is responsible for providing venue, conference facilities, AV equipment.
- Our workshops are active, human & maybe sometimes loud - Client to ensure that the **venue has natural lighting, enough space for movement & exercise and should not have fixed furniture/tables etc.** It should also be an area where the surroundings allow for a degree of noise (wonderful, engaged sounds 😊) created by our participants, this comes as a part of the theatre based experiences we facilitate for them.
- Travel outside Delhi NCR - Air, stay & airport/ venue cab transfers to be taken care by the client.
- Travel inside Delhi NCR - at Rs. 12.00 Per Km.
- Not inclusive of applicable taxes (service tax @ 15%).
- 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 20 working days of the confirmed date of delivery.
- The above commercials are valid till the 31st March, 2018
- Contracts, legal & accounting paperwork (including billing & payments) will be in the name of "Life Strategies Humancare Pvt. Ltd."





For further details, please contact:

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We look forward to working with you.