



Become emotionally intelligent in conversations, enable self to go an extra mile,
learn to effectively organize your day and transform into a driven professional

RioTinto



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Your Need As We Understand

Situation

The target audience consists of primarily **20 individuals** who support the **local IT needs** and also aid the larger global teams with their IT and network services. The team consists of 1 team leads and the rest being individual contributors. The average age of these individuals is **28-32 years**. They are **engineers from B-category colleges** who are not more than 2-10 months old in the company. While this is a relatively small team, it is growing in a dynamic way.

Opportunity

On the basis of interactions with their local leader, this team seems to be confronting the following areas of growth:

- **Communicating effectively** and setting expectations with their global leaders
- **Building trust** in their global leaders and going an extra mile with their work
- Planning their day effectively, pushing their boundaries and **ensuring peak performance**
- Managing their **emotional intelligence** quotient and having a more balanced approach at the work place
- Go up the value chain and not just focusing on technical skills and proficiency.

Implication

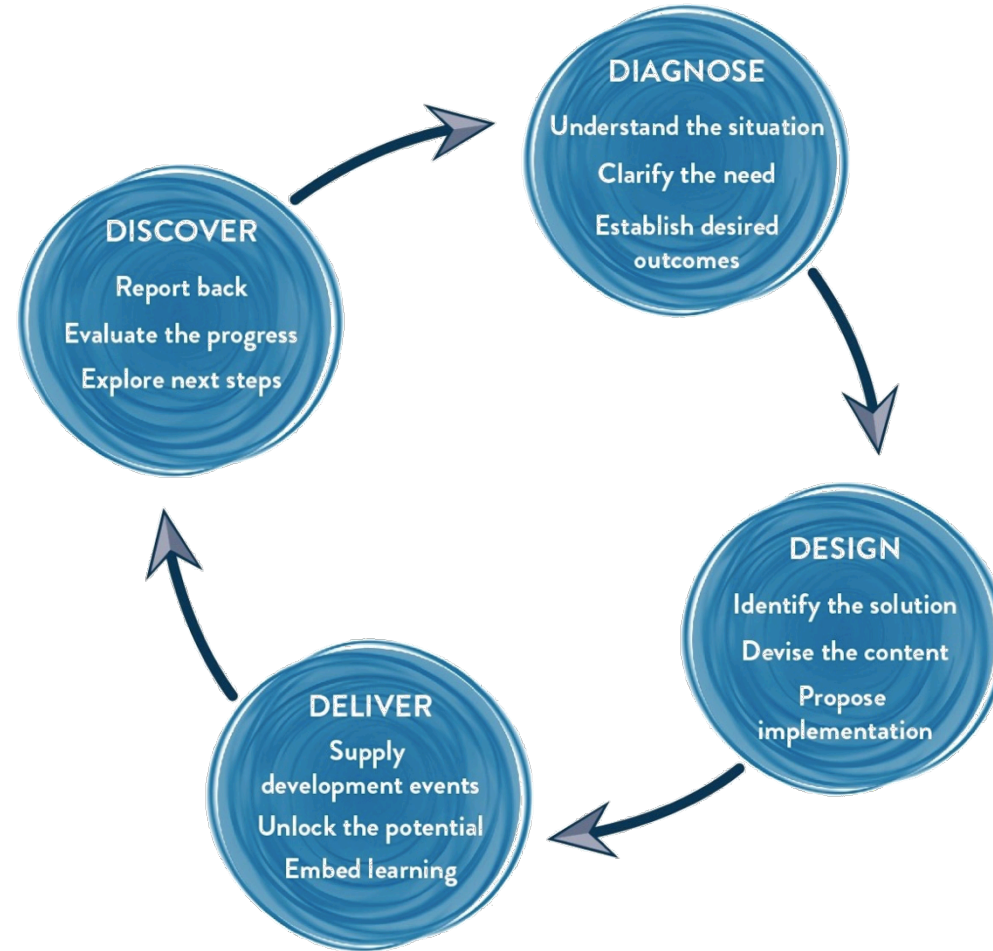
Since the team is proficient with its work otherwise, this program is a proactive measure to take these individuals to the next level so that they can:

- Ensure that they are **valuable to the company**
- Facilitate a rise in their **credibility and reliability** in the eyes of the global community
- **Optimum utilization of the high potential talent** in the organization
- **Ensure quality results** coming in from their work.

Need

Rio Tinto wants Maynard Leigh to conduct a two-day program on helping these individuals **reach their peak** and and thereby inculcating the following values – **commitment, ownership, working together and trust building**. The learning intervention should be relevant and have a lasting impact on the participants.

Our Approach



Methodology

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

Our Approach | Diagnosis

In the Diagnosis Stage we delve deeper into the issues faced by the business and the participants:

We would want to connect with a 2 target participants, the HR stakeholder and 2 Line managers and 1 business leader (if any) to collect information about the business, objectives, possible gaps, and expectations from the lens of this population.

From the participants:

- Understanding the roles and responsibilities
- Their current relationship with each other and managers
- How would they rate themselves while interacting with the leaders. What are their current challenges?
- What would a well organized day look like? What are they currently doing?
- Understanding of going an extra mile and taking ownership of their work.
- Expectations from the workshop
- Gather anecdotes, examples & situations to understand the mandate from their perspective.

From the Line Managers:

- Perspective of their interactions with the target participants at a global level in the company
- How would they rate the participants on their interaction and what could be better?
- Outlook on the participants- going an extra mile and taking ownership
- Expectations from them
- Any challenges faced currently, what would they like to see happen

From the HR stakeholder:

- Understanding the Organization structure and how does this team fit into that
- Understanding more about the target audience and their relationship with the client



Our Approach | Design



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

Here are 3 things we will do:

Diagnosis report: A report is generated which would reflect the outputs from Diagnosis (The identity of the participants would be confidential).

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.

Sample Learning Objectives: Post the workshop participants will:



Think

- I should start actively working on prioritizing my tasks as my work now will set patterns for life
- I should be able to have meaningful conversations with my managers
- To add value I need to take an extra mile
- I need to keep in mind the CARE formula in order to have emotionally intelligent conversations
- I can create value for myself by living my personal brand
- I need to perform at my peak irrespective of my external locus of control.



Feel:

- **More like a chooser and less like a victim**
- **Inspired** to perform in a more organized way
- **Sensitive and empathetic** to other team member's needs
- **Ready** to have emotionally intelligent conversations.



Be more able to:

- Establish systems of personal organization so that time and energy are used effectively and productively
- Meet deadlines and be able to proactively communicate around my deliverables
- Say 'NO' when needed by keeping the balance between courage and consideration
- Go an extra mile when required
- Establish credibility in their communication with the stakeholders
- Take charge and not let my productivity and quality be dependent on others.

Tentative design of the workshop | Day 1

(This is a sample outline to accommodate up to 20 participants in a batch with a consultant)

Narrative	Session	Session details	Methodology
	Introduction	<ul style="list-style-type: none"> Maynard Leigh & participant Introductions Play & Express yourself 	
Know that we are all going towards our vision. Rio Tinto is a temporary destination, but what we do here will last a lifetime.	Where are we ? Why this workshop?	<ul style="list-style-type: none"> Welcome and context setting What we do will set pattern for life 	Facilitator led discussion
With clarity of where to go, now let's understand where we currently are!	Leadership DNA	<ul style="list-style-type: none"> Testing our DNA for personal effectiveness and collaboration behaviors - Our orientation towards our team. Openness & concern for others. Needing to build rapport, no blame games, listening & being heard. Need of planning, need of constant communication in a team. 	Team game / activity Insightful feedback
Understanding the values we should live and showcase as individuals which would help us contribute to the team, for example: <ul style="list-style-type: none"> Working together Commitment Going an extra mile Trust Ownership 	Demystifying Values	<ul style="list-style-type: none"> Getting into a phase where we align with everyone on the values we should live as a team. Participants are divided into 4 groups where each group is given a value. 	Experiential game
Understanding realistically how working together plays out in real scenarios	Theatre - Commitment	<ul style="list-style-type: none"> Participants create a theatre on commitment and Maynard Leigh consultant plays devil's advocate post that. 	Theatre exercise

Tentative design of the workshop | Day 1

(This is a sample outline to accommodate up to 20 participants in a batch with a consultant)

Narrative	Session	Session details	Methodology
Understanding realistically how working together plays out in real scenarios	Theatre - Working together (with team and manager)	<ul style="list-style-type: none"> Participants create a theatre on working together and Maynard Leigh consultant plays devil's advocate post that. 	Theatre exercise
Giving and receiving feedback in my teams and from my managers.	Giving & Receiving Feedback among peers	<ul style="list-style-type: none"> Counting exercise How do we feel when people make mistakes, how our body reacts unconsciously Giving and receiving feedback. 	Experiential group activity
Understanding realistically how working together plays out in real scenarios	Theatre - Going an extra mile	<ul style="list-style-type: none"> Participants create a theatre on going an extra mile and Maynard Leigh consultant plays devil's advocate post that 	Theatre exercise
Going the extra mile- What drives one to bring heart to work and own what they do.	Psychology of Peak Performance	<ul style="list-style-type: none"> Peak Performance- An insight around what creates Peak Performance Continuous Improvement & Learning. Peak Performance Behaviors 	Experiential Facilitation
	Closing Day 1	<ul style="list-style-type: none"> Participants fill in their stop, start and continue sheets 	

Tentative design of the workshop | Day 2

(This is a sample outline to accommodate up to 20 participants in a batch with a consultant)

Narrative	Session	Session details	Methodology
	Warm-Up	<ul style="list-style-type: none">• Play & Express Yourself	Theatrical warm up
Each day we need to understand what is urgent and important for us and how do we prioritize our work	Goal Setting and Prioritization	<ul style="list-style-type: none">• It is essential to prioritize work and relationships in the short term to be able to achieve long terms	Facilitator Led
Understanding realistically how working together plays out in real scenarios	Theatre - Trust	<ul style="list-style-type: none">• Participants create a theatre on Trust and Maynard Leigh consultant plays devil's advocate post that	Theatre exercise
Every working relationship works when there is TRUST in it. How does one build people's trust in themselves? Credibility is something that you have been hired for. Reliability, intimacy and self-orientation have to be worked upon in every new space that we enter.	TRUST Formula	<ul style="list-style-type: none">• The foundation of any new relationship is trust. How does one build a solid foundation?	Individual plus Team Activity

Tentative design of the workshop | Day 2

(This is a sample outline to accommodate up to 20 participants in a batch with a consultant)

Narrative	Session	Session details	Methodology
Understanding realistically how working together plays out in real scenarios	Theatre - Ownership	<ul style="list-style-type: none"> Participants create a theatre on ownership and Maynard Leigh consultant plays devil's advocate post that 	Theatre exercise
While at work, are we only depending on others to take initiative or are we taking ownership of my interactions with people	Ownership & Initiative	<ul style="list-style-type: none"> Victim v/s Chooser: Being a chooser rather than victim of circumstances. One can control how he thinks about and perceive changes! The more empowering the person thinks about change the more functional is his reaction to it. 	Embodying a Philosophy using Psycho-Drama
There are times when we need to say 'NO'. It is the balance between courage and consideration that enables us to have emotionally intelligent conversations	Assertiveness/ Courage & Consideration	<ul style="list-style-type: none"> Exploring states of being submissive, passive aggressive, aggressive and assertive through a role play with multiple responses. 	Theatrical Exercise
While communicating and saying a no- We need to check our emotional energy and communicate with CARE for quality, results and emotions	The balancing act	<ul style="list-style-type: none"> Communicating to care for results, quality & emotions. Challenges to finding the balance. Not a win-win but purposeful choices 	Facilitator & participant based discussions.
	Closure	<ul style="list-style-type: none"> Participants fill in their 3 goals into the Progress IT system 	

Ways to Sustain the change



Online goal tracking: Progress IT

- To be done at the end of the second day of workshop
- A nine week support service for people on learning events
- Participants choose behavioural goals from their development event
- E-mail reminders seek participants' updates on progress
- Records "best opportunity to make progress next week"
- Participants record what they've learned
- Produces a Business Benefits Report

Group Coaching Calls

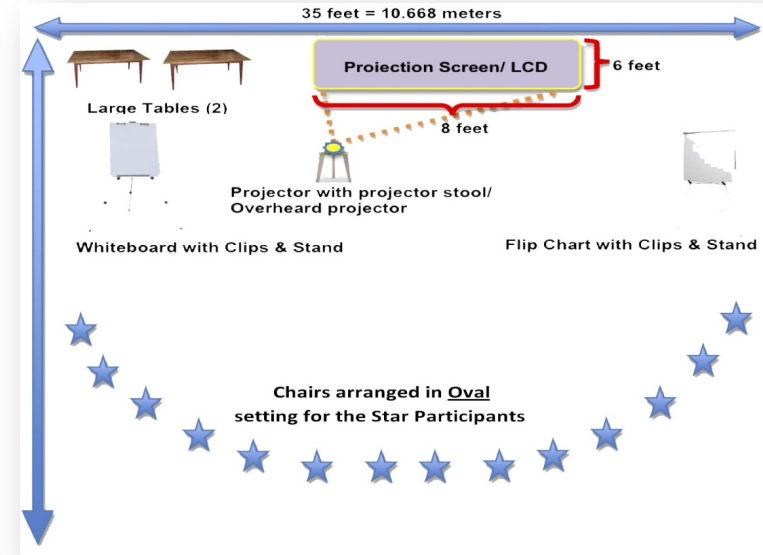
- Duration 60 minutes
- About 4 weeks after the workshops

Objective:

4 group coaching calls will be held to discuss implementation of learnings since the workshop. These will be on the basis of 4 different themes emerging from the Progress IT reports. Any challenges or dynamics faced while working on the goals can be discussed on these calls.



Room Layout



We love alternative ways of setting up a workshop! Creating an atmosphere where the participants feel 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 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 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 40)
- **Notepads and pens** (for participants)
- **Blu Tac** (This substance is used to stick things, posters or paper on the wall)
- 30 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)



Discover



A one to one meeting with HR stakeholders to take feedback on the intervention and how it was received and next action steps.

Your Investment

<u>Diagnose & Design (For the whole Intervention) – ONE TIME COST</u>		
Half – day diagnostic interviews	INR 46,000 /-	
Design (creating report, customizing design, presentation of design)	- COMPLIMENTARY -	
<u>Delivery (for 20 participants*)</u>		
<u>Activity</u>	<u>Investment</u>	
Professional fee for delivery	INR 75,000 per day per consultant x 2 days x 1 consultant	INR 1,50,000/-
Learning material (handouts), books, certificates and folders	INR 250 per participant x 20 participants	INR 5,000/-
Progress IT	INR 500 per participant x 20 participants	INR 10,000/-
Group Coaching Calls in person (60 minutes per call)	INR 12,500 per call x 4 calls	INR 50,000/-
Total Investment for journey covering 20 Participants (1 batch)		INR 2,61,000/-
Total investment per participant		INR 13,050/-

*In case of more than 20 participants, 2 Maynard Leigh consultants will be needed.

Commercial Terms & Conditions

- ❖ Client is responsible for providing venue, conference facilities, AV equipment.
- ❖ 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 (GST@ 18%)
- ❖ 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.
- ❖ 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, 2018
- ❖ Contracts, legal & accounting paperwork (including billing & payments) will be in the name of “Life Strategies Humancare Pvt. Ltd.”

Next Steps



- **Contracting and PO:** Once we close on the vendor empanelment, let us close on the contract and PO.
- **Book:** Let us block the dates for the Diagnosis and Design right away so that we have consultants available for you.

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



For further information please connect with:

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