



Interacting

Communicating for Results

Index

Title	Page Number
Your Need As We Understand	3
A Brief on Interacting	4
Our Approach	5 - 7
Learning Outcomes	8
Tentative Workshop Design	9 - 11
Learning Collateral Provided	12
Post Workshop Tools – Progress IT	13 - 16
One on One Coaching Calls	17
Discovery Meeting	18
Commercial Investment Cost	19
Commercial Terms and Conditions	20
Some of Our Trainers	21 - 24
Next Steps	25

Your Need As We Understand

Situation

The participants' profile consists of **60 - 70 professionals** at the **Manager, Asst. Manager & Executive level**, all of who handle teams. The target audience have **professional experience ranging from 4 years - 8 years** and work across teams like Corporate, Legal, Finance & IT.

Problem

On the basis of business leader observations a few problems that seem to have surfaced are :-

- Communication is not very clear whether written or oral
- Crisp communication and to the point interactions need to be practiced more often
- Body language while interacting needs to improve to be able to make a positive impact

Implication

If the above mentioned issues are not looked into, the following implications might arise:

- **Loss of a lot of client related/internal information**
- They may be looked at as people without any polish
- For a client, the beginning of the relationship with USL Diageo may not feel too positive

Need

USL Diageo wants Maynard Leigh to conduct a two day intervention on “Interacting” for this target group of participants. . The learning intervention should focus on improving their communication, presenting skills, being confident and impactful while interacting. They need to be able to articulate better and express freely and have a strong presence while interacting with external/internal stakeholders. Written communication needs to improve as well along with communicating on various other mediums

A Brief on Interacting

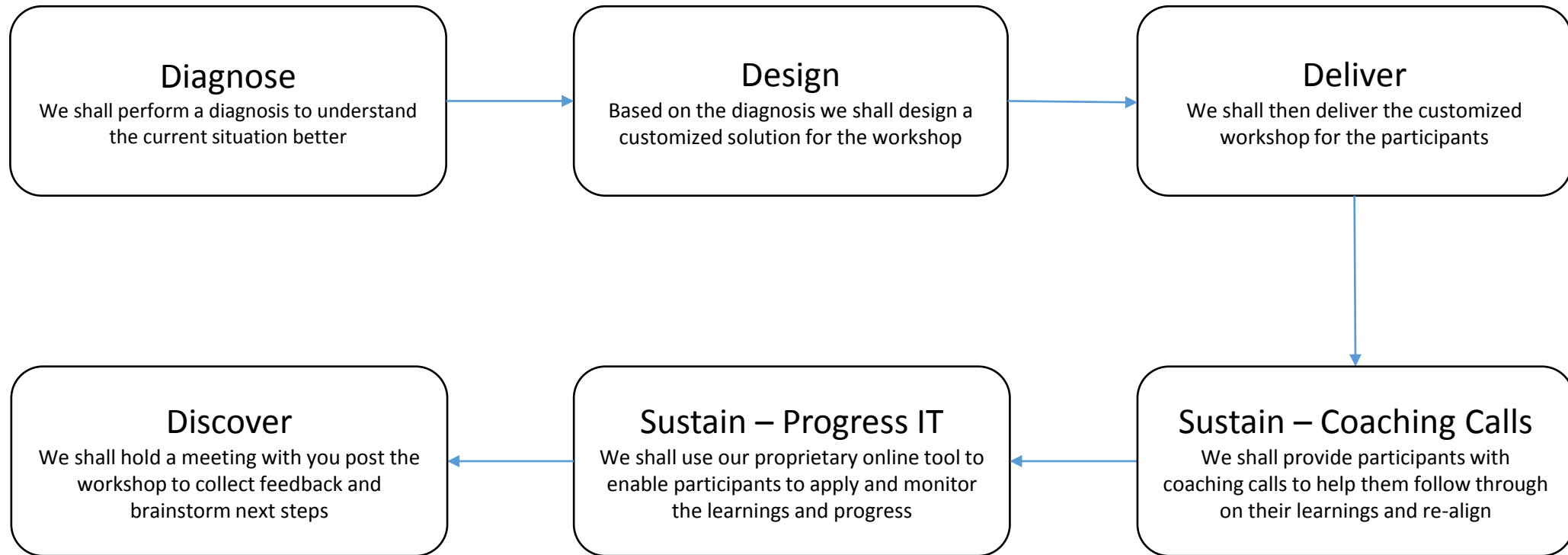
At the beginning of our professional journey, we can sometimes confuse communication to mean brilliant English speaking skills or creative writing skills. Communication is not all about great language, fluency and use of superfluous words. It is also about structuring and presenting our thoughts in a logical flow coupled with techniques to create a long lasting impact on our audience.

We have designed this program especially to enhance business communication skills with a purpose to introduce a few basic tools of communication that will help participants be prepared to get results. Using techniques from the theatre and adapted to business, we will ensure that participants learn, act & practice the varied tools available to enhance communication & listening skills.

This workshop focusses on constantly practicing communication exercises via role plays of real-life scenarios with a Maynard Leigh Consultant so that participants get an immersive learning experience

“A brilliant course that I will be recommending to others. I have never been so engaged and enticed by a course. I have taken a great deal away both personally and professionally.” - Participant

Our Approach



Our Approach – Diagnosis

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 size of 5 participants – half hour sessions each
- Telephonic conversation with at least 1 group leader or manager – half an hour session
- Telephonic conversation with the HR leader – half an hour session

Our Curiosity:

- Current State - what's working, areas of strengths, challenges, etc.
- Current scenarios of their interactions
- Gather anecdotes, examples & situations relevant for the workshop
- Get to know their work flow and day to day responsibilities
- What are the mediums of communication?
- What are the challenges faced while interacting with internal and external clients?

Our Approach – Design

Design

Post the diagnosis we shall get into designing a customized delivery solution for your participants and we shall aim to provide the following 2 things:

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

Learning Outcomes of the Workshop



Learn to:

- Structure their communication
- Ensure that their communication takes care of Results, Quality & Emotions
- Align inner thoughts and/ or outer body language to reflect & feel more assertive
- Talk effectively and with purpose and listen actively
- Make a great first impression



Feel:

- More comfortable in expressing themselves.
- More upbeat and ready to make communication count
- Confident to explore new communication methods
- Clearer on what works well for them as communicators



Be more able to:

- Use structuring tools to communicate in a crisp & concise manner
- Write better emails and converse better over calls or in meetings
- Use rapport building tools in their communication to enhance relationships
- Recognize & correct their body language to come across more confident
- Deal with uncomfortable conversations and create balance for a functional relationship

Workshop Delivery | Day 1 Tentative Design (Max 16 Participants Per Batch)

Session Title	Session details	Methodology	Outcome
Introduction	Introduction to the course: What “Communicating for results” is about Approaching the course so as to get the most value from it	Trainer led	Introduction to course and it’s context
Observe, Perceive & Wonder	This exercise we will sensitise the participants that communication leads to building perceptions and further creates an image. Will use this exercise to introduce / define communication.	Experiential Activity	Focus on learning objectives
AIM	Setting the objective for the communication What is your AIM/ Purpose? (To realize the importance of being clear about our AIM. The clearer and more specific we are, the more likely we are to achieve it.)	Trainer & participants offer insights	Communicate to involve others. Be more confident and assured
Structuring the Communication	Techniques to put across vital information: <ul style="list-style-type: none">• Get Attention• 3Ts – Tell what you’re going to tell; Tell; Tell what you told• Call to action	Trainer and participants offer insights; Role play and practice exercises for the 3T	Awareness of what works and what needs improvement
Rapport	<ul style="list-style-type: none">• Rapport Building Techniques• Mirroring• Developing rapport in e-mails, conference calls and meetings	Trainer led & Role Plays	Be able to learn how to enhance relationships through rapport

Workshop Delivery | Day 1 Cont'd Tentative Design (Max 16 Participants Per Batch)

Session Title	Session details	Methodology	Outcome
Care Check	Checking for results, quality and emotions	Trainer led and role playing	Understand these three aspects of communication in different context settings
Applying the Tools	Participants shall practice applying the tools to the following mediums of communication <ul style="list-style-type: none">• Telephone conversations• Emails• In Meetings	Trainer led and role playing; Practical exercises	Understand the native principles of communication used during each of these mediums and learn how to leverage techniques in actual scenarios
Completion	Network support & introduction of further initiative actions Action Planning and Follow-through	Trainer led	Understand what needs to be done to maintain the learning curve

Workshop Delivery | Day 2 Tentative Design (Max 16 Participants Per Batch)

Session Title	Session details	Methodology	Outcome
Communication DNA	A fun game on identifying communication strengths and areas of development (Looks deceptively simple but tests the water very easily !!) Practical insight on how communication impacts the results	Team Game	A highly engaging activity that helps one understand their own behaviors' around communication and their impact thereof.
Status	Mind-body-breath are connected. Any one of these affects the other two. Just changing your body, voice, eye contact, pace, can affect the level of confidence you feel. Just learning to tweak these can make you a status expert.	Theatre exercise	Status and assertiveness are not dependent on job, position, class, it can be used flexibly, depending on the moment to moment purpose.
Difficult People and Improving Relationships	A plenary around difficult people - answering questions about these people, embodying them. Have they ever behaved similarly?	Embodying	Co-relating to our personal brand and the values we want to live, let's see how these reflect in our everyday interactions and relationships
Managing Difficult Conversations - Yes and; Feedback Formula	Difficult conversations often need structures to make them easier.	Improv Theatre and Role-Plays	We are often blaming bad communication to 'difficult people'. Let's look at what the behaviours of these 'difficult people' are and what our behaviours are while dealing with these people. Can we see these interactions from a different perspective? Is there still space to create an impact in these interactions?
Wrap up	Each participant shares their action plan with the larger group.	Presentations	Let's share with the entire group your personal learning objectives from the last two days, and commit to our individual learning action points.

Learning Collaterals Provided

The Perfect Communications Book

Each participant receives a copy of the “Perfect Communications” book by Andrew Leigh & Michael Maynard. To get them started on learning further aspects of communication and to consolidate the learning from the first session.



Sustain the Learning | Progress IT – Post The Workshop

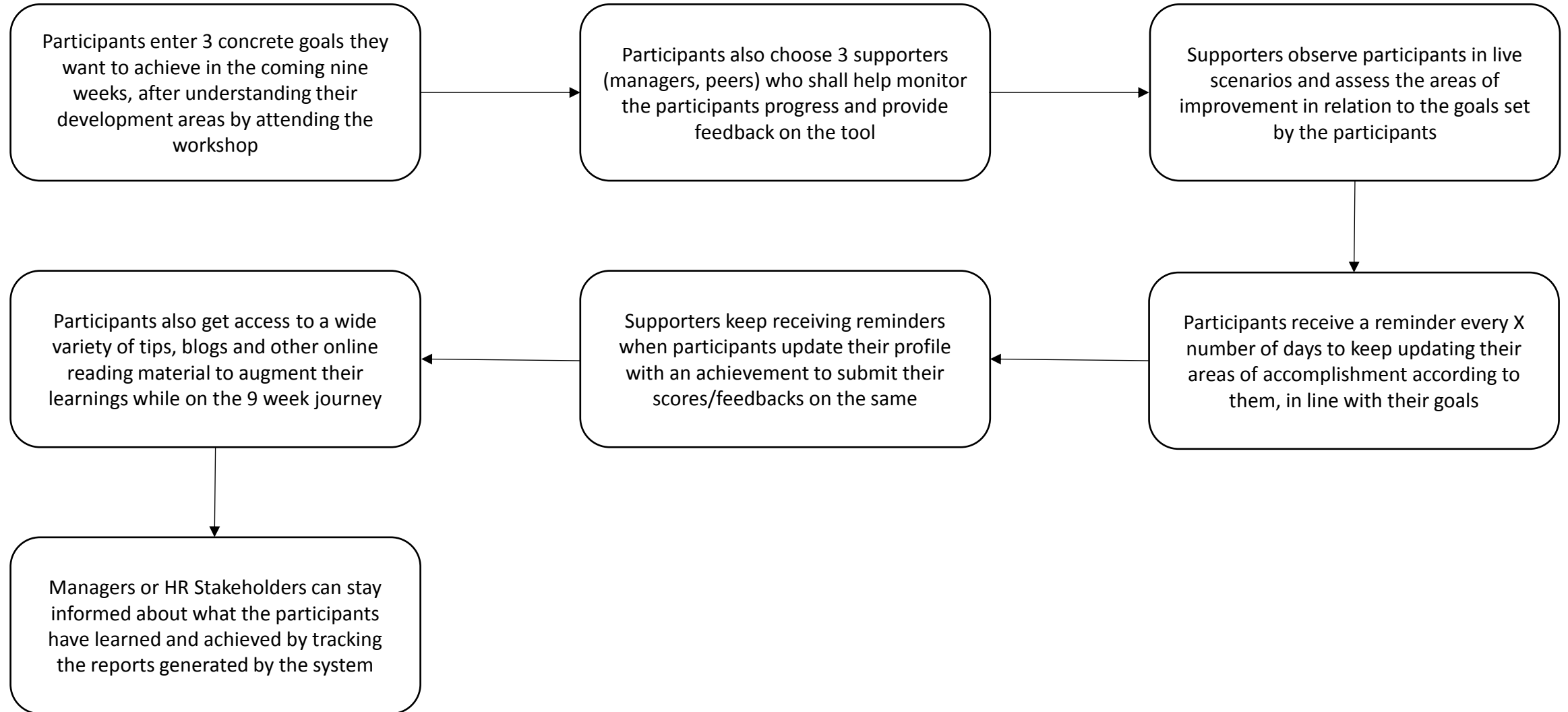


Progress IT[®] is a powerful on-line support system that provides follow through after a course, a workshop or learning event. We use this innovative service to:

- I. Help participants reach their self selected behavioral 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

Progress IT[®] tackles these with a nine-week support service and a report at the end summarizing progress.

Progress IT – How It Works



Progress IT – Screenshots (Setup, Feedback & Progress)

The screenshot displays the Progress IT web application interface. At the top, the 'progressit' logo is on the left, and the 'maynardleigh associates' logo is on the right. Below the logos, a navigation bar includes links for 'Profile', 'My Blog', 'Preferences', 'Change Password', and 'Logout'. The user is logged in as 'steevegupta'.

The main content area is divided into two tabs: 'Welcome' and 'Support-it'. The 'Support-it' tab is active, showing the group name 'Theatre workshop fromSukesh' and the user's role as 'I am a participant'. Below this, there is an 'Introduction' section explaining the service and an 'Enter your goals, report progress towards your goals, or invite colleagues to comment.' button. An 'Invite Colleague' button is also present.

Two goals are listed:

- Goal 1:** 'I will not "Block" people. I will allow them to complete what they have to say before responding....' It has options for 'Edit', 'Feedback', and 'View Report'.
- Goal 2:** 'I will use "modelling" behavior to illustrate the need for quality. I will complete my tasks and check for quality to ensure my clients (internal & external) get good quality from me....' It also has options for 'Edit', 'Feedback', and 'View Report'.

On the right side of the main content area, there is a 'Group' dropdown menu set to 'Theatre workshop fromSukesh'. Below this, a 'Date of Joining' is listed as '2010 Aug 11', and 'Days Remaining' is '90 Days'. A 'Registered Colleagues' section shows 'None'. A 'Progress' section features a horizontal bar chart with a scale from 0 to 100, divided into four categories: 'None', 'Some', 'Major', and 'Achieved'. The progress bars for both Goal 1 and Goal 2 are currently at 0%.

On the far right, there are three sidebar sections:

- Latest Blogs:** Lists recent blog posts with titles like 'Our Blog Community...', 'Recently the Scottish Government released...', and 'The Latest Tips and Articles...'.
- Promotional Space:** Contains a promotional message about a presentation event in India.
- Top Tips & Articles:** Lists top tips and articles, including 'Lalit Modi on underworld hit list: Polic...' and 'Coaching Tip 19...'.

Progress IT – Screenshots (Tips and Articles)

The screenshot displays the Progress IT website interface. At the top left is the 'progressit' logo with the text 'Welcome! sgupta' below it. At the top right is the 'maynardleigh associates' logo and a navigation menu: 'Home | Profile | My Blog | Preferences | Change Password | Logout'. Below the navigation menu is a search bar with a magnifying glass icon.

The main content area is titled 'Tips & Articles Listing' and includes a filter dropdown set to 'Both'. A list of tips and articles is shown, each with a title, a brief description, and a date/time stamp. The tips listed are:

- 3D OBJECTS (7ip)
- Acknowledgement (7ip)
- Analyse Catering Needs (7ip)
- Appearing on TV (7ip)
- Appoint a Project team (7ip)
- Arrange Sound and Lighting (7ip)
- Articulate (7ip)
- Assess Outcomes (7ip)
- Attention (7ip)
- AUTHENTIC (7ip)

The right sidebar contains three sections:

- Latest Blogs**: A list of blog posts with titles like 'admin has posted a new post...', 'blog testing...', and 'kjhfkds...', each with a date and time.
- Promotional Space**: A section with a headline 'Dawood's men had reportedly conducted a recce in the vicinity of Nirton house at Worli in central Mumbai where Modi's office is located as part of their plan to eliminate him, who ...'.
- Top Tips & Articles**: A section with headlines like 'Lalit Modi on underworld hit list: Polic...' and 'Coaching Tip 19...'. Each entry includes a date and time.

Sustain the Learning | One on One Coaching Calls

Every participant will have a 45 minute conversation with the consultant to anchor the learnings and arrive at concrete areas on what has changed in their business communication skills after the complete journey has been delivered

Max 8 Participants shall be scheduled in a single day for coaching calls.

Our consultants shall use psychological tools to help participants explore their practical experiences post the workshop in a safe and confidential space and help them overcome any remaining obstacles towards achieving progress. We shall achieve this by acting as a bridge between a “As Is” and a “To Be” state for the participants



Discovery Meeting Post Workshop



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

Commercial Investment Cost

<u>Delivery (for each batch of max 16 participants)</u>		
<u>Activity</u>	<u>Investment</u>	<u>Total Cost</u>
Professional Fee for delivery – Interaction Workshop	INR 65,000 Per Day per consultant X 2 Days X 1 Consultant	INR 1,30,000
Perfect Communications Book, Learning Material, Folders, Handouts, Certificates	INR 500 X 16	INR 8,000
Progress IT	INR 500 Per Participant X 16 Participants	INR 8,000
One on One Coaching Calls (OPTIONAL)	INR 6500 x 16 Participants = INR 1,04,000	INR 0
Total Investment for 16 participants		INR 1,46,000
Cost per participant		INR 9,125/-

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)
- 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, 2018
- Contracts, legal & accounting paperwork (including billing & payments) will be in the name of “Life Strategies Humancare Pvt. Ltd.”

Trainer Profiles – Anand Mittal

Leadership is about authenticity, it's about being yourself. This is how he defines leadership and demonstrates as well.

Total 15 years of total experience, out of which a decade of facilitation and theatre.

Anand has conducted trainings on influencing skills at work, personal impact with different stakeholders, effectively lead self & your teams, effective communication, appraisal discussions, time management, team building, customer service skills, customer satisfaction, telephone etiquettes etc.

Has also used his coaching skills with individuals at Wells Fargo, RBS, Cognizant technologies, Quattro to achieve their personal & professional goals.

He is a trained actor and a drama instructor from Barry John Acting Studio. In his experience as a Theatre director, has written many plays, street plays for amateur actors and corporates. During this process, has learnt how to deal with difficult actors, egos and to be able to create harmony amongst the ensemble. Was also a part of some corporate films for ICICI bank as an actor while in Mumbai.

Some of the clients who have appreciated his work include:

Mckinsey & Company, EY , CII ITC - CESD, Ikea, SABMiller, Cognizant technologies, Coca Cola, Maxlife Insurance, Royal Bank of Scotland, Eicher Polaris, Sopra Steria, Pepsico, Nestle etc.



Trainer Profiles – Bharat Babbar



Bharat carries with himself a decade's worth of experience as a facilitator.

To quote (and adapt) J.R.R. Tolkien; "One Ring to rule them all, One ring to find them; One ring to bring them all and in **the light, release them.**"

In Bharat's case, the "One ring" is synonymous with stories. His and yours. He believes these stories are powerful reflections of ourselves, where we find clues about what's working brilliantly for us and what could be better.

Seeking these stories has led him to some very interesting places and profound experiences.

From teaching acting at The Barry John Acting Studio in Delhi & Mumbai, working with youth at a juvenile detention facility for a NGO called STEP, to remote towns and villages in Chattisgarh – a project done in association with UNICEF, exploring conflict-resolution at various camps in a region torn apart by the conflict between the Indian army and Naxalites, to making films in Los Angeles, working in collaboration with people from around the world, to behind the camera at the IIFA Awards!

Bharat is from a business family in New Delhi and holds a Bachelor's degree in Commerce from Delhi University. He's taught acting at the Barry John Acting Studio for four years and has acted in numerous plays, films, TV and commercials.

Clients appreciate his ability to create a dynamic and collaborative environment, where they explore and challenge boundaries of peak performance together, create a space to practice and rehearse, come up with practical ideas and practices that can then be applied to the workplace to achieve measurable results.

Bharat has worked as a performance coach with many individuals and teams, facilitating their journey towards being impactful, collaborative, trusting, empathetic, creative and dynamic!

His regular clients include RBS, MaxLife, Cognizant, Ernst & Young, McKinsey, Coca Cola, Pearson, John Deere, Macquarie, Sterlite, Muratec, Penguin Random House and many others.

Trainer Profiles – Nitten Mahadik

Nitten is a multi faceted and talented professional with work experience of more than 10 years. As a high performance coach he has provided team, group and one-to-one sessions for leaders & individuals at the highest levels in corporations and politics.

The aim of his work is to empower individuals to make informed choices of how to live & work in balance with their inner selves and to build high performance businesses & communities.

He has developed people at Tata Motors, Airtel, AON Hewitt, Bristlecone, Fiserv, Lanco, Cognizant Technology, Ernst & Young, Tech Mahindra, Pidilite, Punj Lloyd, Wells Fargo, Sopra, The Oneness University, ICICI Prudential, Vascon & various other IT companies and educational institutions & handled training and sales responsibilities.

Nitten has worked in the area of public speaking & presenting, service orientation, assertiveness, stress management, leadership, kinesics, team building and motivation. He is a high energy , enthusiastic and a driven coach .

Nitten loves his theatre! He has worked in the area of voice culture, body language and communication skills using learnings from the theatre for more than 5 years. He has been certified by renowned trainer and theater personality Mr. Shyam Joshi.



Trainer Profiles – Sanyukta Saha



She identifies herself as a designer of transformative experiences. She believes that theatre is full of surprises and many magical moments.

With Maynard Leigh Associates, she hopes to expand the sphere of influence of drama and its powers to the world of business and the many individual who live within it.

She brings her decade long experience as a theatre practitioner, educator, and facilitator to increase her participants' personal effectiveness.

She has a postgraduate degree from the University of Leeds in Theatre and Development Studies. It was here that she engaged deeply with the possibilities of applying theatre in education, therapy, and in working with communities. She is the Founder and Artistic Director of Aagaaz, a not-for-profit dedicated to creating spaces for learning and critical thought in an attempt to weave a more equitable urban fabric. "Engaging children and young adults across social and geographical boundaries, we relentlessly question 'what is' to probe 'what could and should be' to learn ways to act and perform beyond just the stage". A group of adolescents from Nizamuddin Basti form the core of the organization.

She has been able to transition from her life as a practitioner of arts to someone who also leads a successful arts organization. Leadership, organizational structures, strategies and human resource dynamics are of deep interest to her.

As a leader she strives to create a space that is centred on people and their shared values. With MLA, her core areas of workshop delivery have been building professional presence, personal branding, executive presence, presentation skills, motivation, peak performance, impactful facilitation, and training of trainers. She has engaged with companies like Cognizant, GSK, SpiceJet, McKinsey, EY, Dunnhumby, NGK, Canara HSBC, Sopra Steria, Pernod Ricard, Delta, and many more.

Next Steps



- **Contract and PO:** Once we close on the commercials, let us begin the process to close the contracts and get the PO
- **Diagnose** - We'd like to begin the diagnosis phase to clarify the need and establish the learning outcomes.
- **Book:** Let us know the dates you are looking at so that we can have consultants available for you

Contact Us

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



For further information please connect with:

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