



Build confidence, ability to speak with confidence and
authority, express yourself and articulate better

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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

HSBC India is looking to develop their women leadership pipeline in the higher management of the company. They are considering 30 potential candidates with high performance quotients at their present positions i.e, VPs, AVPs, & Managers within the firm. These individual contributor and managers often face roadblocks on their way up the leadership ladder. To address these obstacles the company would like to work on:

- The ability to speak with confidence & authority
- Being able to break past the gender associated stereotypes.
- Developing a strong problem solving attitude
- Be able to articulate effectively
- Claim more space, recognize and connect to their achievements while answering the interviewers.



THE MANDATE

The Problem

The senior leadership at the firm has observed that in spite of having an impressive business acumen these women high-pots might be facing difficulties in translating their skillset into impactful interviews.

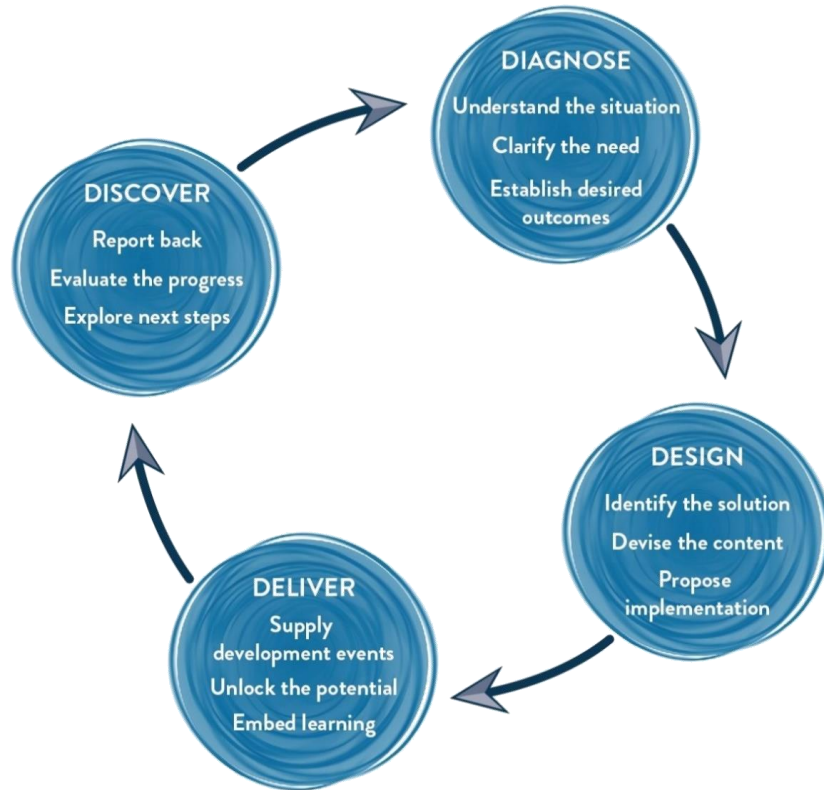
The Opportunity

The general awareness & genuine interest of the top management backed up by the need to develop a pipeline for women leaders gives us the perfect opportunity to prepare them to take on senior roles.

The Need

Maynard Leigh is required to create an impactful out-of-the-box workshop for these women leaders to help them unlock their potentials, and be able to sell their skillset in the senior corporate setup.

THE APPROACH



The **Methodology**

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

THE DIAGNOSIS

Before we share the final draft of the design and learning outcomes, we will get into a thorough Diagnosis with the **4 managers, 4 AVPs, 4 VPs (varied tenure, age),3 interviewers and 4 line managers**. We delve deeper into the issues faced by the business and the participants:-

Our curiosity:

HR Partner:

- Getting brief on the participants
- Organization structure

From the Participants:

- Understanding their role and work flow
- Understanding their perspective on the interviews taken by them
- What's working and what could be better?
- How would they rate their interactions with the stakeholders/ interviewers, on the scale of 1-10 (1 being the lowest and 10 being the highest)? Reasons for rating
- Obstacles while expressing themselves or influencing the stakeholders
- What is the most intimidating factor while expressing themselves/ influencing during the interview?
- What are their expectations from the workshop?
- Gathering anecdotes and relevant examples



THE DIAGNOSIS

From the managers/ interviewers/ colleagues:

- Understanding their perspective on the interactions with target audience
- What's working and what could be better?
- According them, what is stopping them to influence their stakeholders and expressing their opinion
- What would they like to see happen?
- What are their expectations from the workshop?
- Gathering anecdotes and relevant examples

From the Business stakeholders:

- According to them, what could be better in the current interactions with target audience
- Their experience during interactions
- What would they like to see more of and the gaps observed by them



THE DESIGN



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

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.

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)



- I have my own value system, but that doesn't stop me from expanding my leadership styles."
- If my destination is clear, then my voice, body and words will follow suit and I will play the appropriate character
- My relationship patterns should be – 'I am okay, you are okay.'
- I can communicate with confidence and authority



- Aware of the many characters that reside within me.
- Expressive of what I feel and knowing how to do it appropriately
- Excited about the possibilities that lie ahead of my by just tweaking the ABC of my personal impact.
- Renewed energy to drive my career towards its potential.



- Change my status to mirror the status of the person I am interacting with
- Use my body and voice to express my words
- Articulate clearly to meet my aim.
- Come across as confident and make a bigger impact during interviews

TENTATIVE DESIGN - DAY 1

maximum 10 participants per consultant

Narrative	Session Title	Session Details	Methodology
Getting Comfortable, understanding the scope of PI	Party Mingling	Participants move around having conversations around what is Personal Impact and what it means to them.	Experiential
Getting acquainted to Maynardleigh	Introduction	<ul style="list-style-type: none"> •Welcome and context setting •Maynardleigh & participant Introductions •Permissive Encouragement – Play & Express yourself 	Theatrical warm ups Experiential Context setting
Make a good first impression Articulate adequately in all channels (virtual and in person)	The first impression	How individuals want to be seen? How they fear they are seen? Appearance, posture, stature, speech, image and style.	Facilitator led exercise.
How do you communicate effectively? Having a in the body experience and knowing the difference	Communication Model (55,38,7)	Discussion on the importance of Non Verbal Communication.	Using your body holistically to communicate, experientially shared by facilitator
Choosing to make an impact.	Prepared communication	Participants present their 1 minute introduction. They will be asked to come prepared with this before the workshop.	Participant presentations.
Awareness of what works and what needs improvement. Practice in giving and receiving feedback	Feedback	Each person receives feedback from the group and the leader Analysis of each person's strengths and areas of improvement Introduction to the A, B & C of creating impact.	Leader & participants offer insights
Be Precise and Impactful in delivering message. Structure Communication .	.AIM	Clarifying objectives. What is the purpose of any communication? What would a positive outcome look like? Working with purpose and performance objectives. Structuring communication for Impact	Facilitator led, Participant exercises.

TENTATIVE DESIGN - DAY 1

CONTINUED

Narrative	Session Title	Session Details	Methodology
Knowing the story behind our current behaviors	Cut Story	We have many colours, however, experiences dry up some of our colours. It's possible to retrieve them. The competence model is shared.	Facilitator Led
Establish credibility/ authority. Communicate with assertion and confidence.	Be Yourself	It's not only about WHAT we communicate. It's also about HOW we communicate. Preparing all your resources to create a Personal Impact – MIND – Centering Technique and building awareness BODY – Preparatory exercises for keeping the energy flowing BREATH – Taking care of anxiety VOICE – Helps in pitching with impact, and; EMOTIONS – Supports in getting along with variety of people	Practical exercises Participants practice
Being able to express emotions comfortably with a balance	Emotional Expression	The importance of being able to emotionally express ourselves & convey a message appropriately	Participants in pairs expressing around 20 - 25 emotional statements (based on sad, glad, mad & afraid).
Focus on relationships and processes will take care of themselves.	Tai Chi Sticks Rapport Building	Rapport-Mirroring and developing sensitivity to others, Developing empathy, Understanding the other person.	Dance with Tai Chi Sticks
Improving difficult relationships is sometimes just about the ability to peek into the other person's world.	Character Profile		Reflection
It's a goodbye for now but we will stay with each other, connected through our common experiences and learning.	Closing	The group declares what they are taking from the Learning well and recite Indradhanush together.	Theatrical Exercise

DISCOVERY MEETING



A one to one meeting with the L & D stakeholder to collect feedback on the current intervention.

PROGRAM TIMELINES

Date, Day	Activity
Diagnosis	22nd & 23rd May, Tuesday and Wednesday or 29 th & 30 th May, Tuesday and Wednesday
Design Submission	29 th May, Tuesday or 4 th June, Monday
Design Presentation	30 th May, Tuesday or 5 th June, Monday
Workshop Date	25 th June

YOUR INVESTMENT- India

<u>Diagnose & Design (For the whole Intervention)</u>		
Two day for diagnosis- (Interviews, scenario collection, collecting information)	INR 1,40,000/-	
One Day for Design (Design Customization, Diagnostics report)	INR 70,000/-	
<u>Delivery for 10-15 participants</u>		
<u>Activity</u>	<u>Investment</u>	<u>Total</u>
Professional fee for delivery of workshop	INR 70,000 per day per consultant X 1 day X 1 consultants	INR 70,000/-
Learning material, folders, Charisma Effect and certificate, DO IT NOW cards	INR 1,130 per participant X 15 participants	INR 16,950/-
Total Investment for 10-15 participants- 1 batch (without diagnosis and design)	INR 86,950/-*	

*the total cost does not include diagnosis and design

YOUR INVESTMENT- Egypt, China and Poland

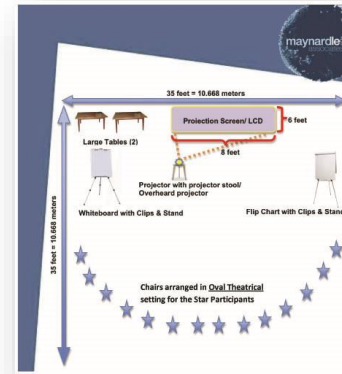
<u>Diagnose & Design (For the whole Intervention)</u>		
Two day for diagnosis- (Interviews, scenario collection, collecting information)	INR 1,40,000/-	
One Day for Design (Design Customization, Diagnostics report)	INR 70,000/-	
<u>Delivery for 10-15 participants</u>		
<u>Activity</u>	<u>Investment</u>	<u>Total</u>
Professional fee for delivery of workshop	£2,800 per day per consultant X 1 day X 1 consultants	£2,800
Total Investment for 10-15 participants- 1 batch	£2,800*	

*the total cost does not include diagnosis and design

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 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 participants to work with one Maynard Leigh consultant.

THE 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)

NEXT STEPS



- **Contracting and PO:** Let us close the contract and PO process at the earliest to begin the diagnosis
- **Book:** The dates of our consultants get blocked 2 months in advance hence can we book the diagnosis and delivery dates at the earliest?



LONDON • NEW DELHI • NEW YORK

Consultant Profile

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 HSBC, Genpact, 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

HSBC, Fidelity, Nestle, AON Hewitt, 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.

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

NITTEN MAHADIK

Nitten is a multi faceted and talented professional with work experience of more than 12 years.

As a high performance coach and an NLP- Master Practitioner, 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, Fiserv, Lanco, Cognizant Technology, Tech Mahindra, Pidilite, Accenture, the Oneness university, ICICI Prudential, Vascon, and various other IT companies, educational institutions, and also 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 theatre personality Mr. Shyam Joshi.



PRIYAM JAIN

A trained counselling Psychologist and a certified drama therapy practitioner, Priyam has worked extensively with people across ages and diverse communities.

Her interest are in Positive Psychology and she has worked to design and deliver interventions that focus on enhancement of resilience, self - worth, motivation and wellbeing in her clients. She also has trained in Neuro linguistic Programming and Cognitive Analytic Therapy, both of which contribute to her ability to understand, empathize and facilitate desired changes in her clients.

Priyam started her career with Manas, a mental health organization that aims to promote proactive, preventive and positive mental health.

She was the youngest facilitator on a city wide training initiative for public transport professionals and trained more than 2000 individuals on Gender Sensitization.

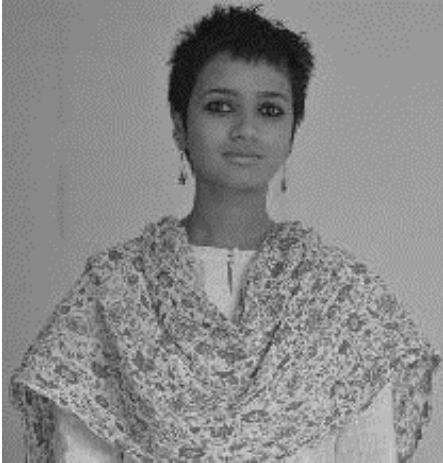
She has been trained by well known theatre professionals such as legendary (Late.) B.V. Karanth, Maya Rao, Arvind Gaur, Aruna Ganesh Ram to name a few. As part of Visual Respiration, an immersive theatre group she has also been involved in devising and performing immersive theatre work, a format that engages the audience to take part in the story of the actor.

At Maynard Leigh, Priyam leads/co-leads workshops apart from being the resident Learning & Development specialist and also an Executive coach who ensures each member of the Maynardleigh team develops & reaches the next level of performance. The clients Priyam has worked with at Maynardleigh are: HSBC, Fidelity, Penguin Random House, Royal Bank of Scotland, Aon, Cognizant, John Deere and Genpact



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 centered 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.

SUDHA SUDANTHI

Depending on who's in the kitchen...a banana can either become a bowl of deep fried chips or a delicate banoffee pie . Sudha is no different. Her interests have seen her don many avatars - a facilitator, an actor, a dancer, a yoga instructor, a creative movement facilitator, a story teller, a sustainable living enthusiast and an expressive arts therapist.



As a performance artist, Sudha performs on the stage and for film and teaches drama and creative movement to children. She's also a creative arts therapist, using drama and movement as a means of therapy for individuals and groups alike. She is formally trained in creative arts therapy by The Studio for Movement Arts and Therapies (SMArT). Her training as an actor at The Stella Adler Studio for Acting in New York City has also buoyed her work in films and theatre in India and the US.

Sudha's passion for holistic living and the arts as ways to centre the individual and facilitate a richer and deeper life led her to form a non-profit organisation in the US for yoga, art and healing called DiscoverSwasth (www.discoverswasth.org). She has been teaching yoga since 2006 and is a qualified teacher through The Sivananda Yoga Centre and certified through The Yoga Alliance.

Sudha holds a Bachelor's Degree in Electrical Engineering from University of Texas-Pan American and a Master's Degree in Electrical Engineering with a specialization in Wireless Communications from Columbia University. With over 7 years of experience in Wireless Engineering, primarily working as a Network Security Research Engineer at Bell Laboratories, she has handled multi-million dollar research projects and learned valuable lessons in corporate communication, project management, business analysis, systems architecture and network security.

Sudha brings to MLA all of her aforementioned training, experience, calming energy, mindfulness and passion for transformation through the arts.

After years of immersion in the performing arts and the corporate realm, Sudha has found her niche in drama-based corporate training, delivering creative, mindful and effective training modules for executives.

VRINDA MISRA

“I hope you will go out and let stories, that is life, happen to you, and that you will work with these stories...water them with your blood and tears and your laughter till they bloom, till you yourself burst into bloom.”

When Vrinda stumbled upon these words by Clarissa Pinkola Estes, she resonated with them as though they had been her own.

A passionate life-liver, she has endeavored to invite into her being, art, expression and self-reflection in their varied forms. Vrinda is a certified expressive art therapy practitioner who has worked with a diverse range of clients. She also holds a Bachelor's degree in Journalism from the University of Delhi and an MBA from Symbiosis Institute of Media and Communication, Pune.

Apart from spending her years working as a writer and qualitative researcher, she has continued to actively engage with theatre and has been a steady witness to the power of drama, play & body-driven insight creation. Vrinda's entry to drama therapy and drama based facilitation came from her early days in college where she was immersed in community theatre in the form of Hindi street plays, as well as proscenium theatre.

Her current artistic practice largely involves devising and performing immersive, physical theatre pieces. She has been mentored over the last decade by several path-breaking drama practitioners including Bhaveen Gosain, Maya Rao, Aruna Ganeshram, Maitri Gopalakrishna, Anitha Santhanam and Abhishek Majumdar. At Maynardleigh, Vrinda is now engaged in the role of an Associate Consultant for Maynard Leigh India. She has previously worked as a drama based behavioral trainer with several corporate clients including, Levis, VM Ware, EMC, Fidelity Investments and UTC Aerospace Systems among others.

When she is not delivering programs, she is usually found with her nose in a book. Alternatively, she may be doodling, learning something entirely new (like clowning, Kalaripayattu, or the ukelele), working on her book of children's stories, engaged in a conversation or attempting to care for her body, family, friends and plants. Not necessarily successfully and sometimes even all at once.



TRIANSHA TANDAN



Triansha is a Communications and Behavioural Skills Facilitator and Coach. She has facilitated sessions for corporate organisations and educational institutions in India and abroad for over nine years. She is a behavioural and life skills coach and considers this to be of paramount importance for developing leadership skills and helping promote personal growth.

Triansha has worked for McKinsey and Company (a leading management consulting firm) as a Communications Specialist and has attended various programmes as a learner to expand her knowledge and experience. She is currently attending a coach certification programme offered by Leadership that Works (a coach training organisation based in the US). The programme is certified by the International Coach's Federation (ICF).

Triansha believes in constant self-improvement through reading and observation. She identifies as a nature lover, and feels that she has learnt many life's lessons from nature

STEEVE GUPTA

Steeve is the Managing Director of Maynard Leigh 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.

VIVEK ARORA

Vivek is the Co-Founder and an Executive coach at Maynardleigh Associates India, with an experience of 12 years in the area of development & consultancy.

He has coached, conducted workshops and trained over 40,000 employees and consulted companies both in India and in the US. Vivek, in capacity of a practicing psychologist and an executive coach, works with some of the senior most leaders in organizations. Some of the recent projects include; Working as an executive coach and mentor to CEO, CFO of a large multinational media company, personal coach to the finance director of one of the leading BPO's, has been a performance coach on the impact and influencing ability of executive director of a multi-national liquor company, and senior leaders of one of the top five brands of the world, and an Executive coach to the chairman of a huge global company.

He uses his outstanding histrionic skills to provide a live experience for all of his coachees. Vivek cares passionately about the people he works with and combines his solid experience and depth of expertise with a user-friendly approach.

Vivek says "I help to inspire confidence as well as pushing boundaries for improvement into high performance, through providing guidance and support to leaders. As a young CEO, I understand the challenges that Senior Executives face in managing both the strategic and day to day operational activities".

He is a Diploma holder in counselling psychology, Diploma in International Marketing from Middlesex Community College, USA and a Bachelor's degree in Business Management from Apeejay School of Management, Delhi; he is also a part of Repertory company at National School of Drama, New Delhi. He has handled assignments in the area of Personal Impact, Presentation Skills, Communication Skills, Influencing skills, Leadership, Corporate values. He has coached extensively in the service industry to Senior and Mid Management leaders.





"A leader takes people where they want to go. A great leader takes people where they don't necessarily want to go, but ought to be."

- Rosalynn Carter