


Spark Training

Overview



7-day Immersive Training on Professional Skills

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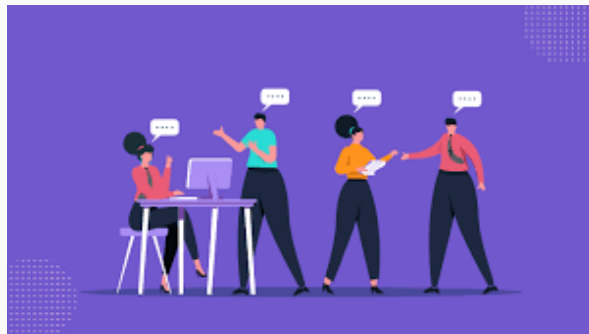
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01 ✨ Introduction ✨





Introduction:

Spark Training Overview

7-day immersive training

Focused on key professional skills



02 Agile & Communication Skills

Agile Skills:

Collaboration

Speaking Up

Ownership & Accountability



Communication Skills:

Passive-Aggressive Communication

Assertive Communication

Listening & Storytelling





03 ✨ Etiquettes ✨



Etiquettes:

Telephone Etiquettes

- Always introduce yourself clearly at the beginning of the call.
- Be Alert, Pleasant, Distinct & Expressive.
- Avoid interrupting and allow the other person to finish before responding.



Email Etiquettes

- Use appropriate subject lines and greet the recipient professionally.
- Keep emails clear, concise, and error-free.
- Read Properly, Reach out, Research, Recollect & Respond promptly.





04 ✨ Creative Thinking & Empathy ✨

Creative Thinking & Empathy:

SCAMPER Method:

This is a technique used to add creativity in problem-solving by applying seven strategies:

1. **Substitute:** Replace elements of the problem.
2. **Combine:** Merge ideas to create something new.
3. **Adapt:** Modify an existing solution to fit the new context.
4. **Modify:** Change the scale or scope.
5. **Put to another use:** Repurpose a solution for a different problem.
6. **Eliminate:** Remove unnecessary parts.
7. **Rearrange:** Change the order or structure of elements.



Empathy:

Empathy Types:

- ❖ **Cognitive Empathy:** Understanding someone else's perspective intellectually.
- ❖ **Emotional Empathy:** Feeling what another person is experiencing on an emotional level.
- ❖ **Compassionate Empathy:** Going beyond understanding and feeling, to take action in helping others.





05 ✨ Conclusion ✨



Importance of Spark Training:

Skill Development: Enhanced Agile and communication skills

Improved Collaboration: Better teamwork through assertiveness and accountability

Creative Thinking: New techniques for problem-solving (SCAMPER)

Empathy in Action: Stronger interpersonal relationships and emotional intelligence

Practical Application: Real-life scenarios through RolePlay and Case Studies

Professional Etiquettes: Mastery of email and telephone communication



✧ “Smaller tasks are stepping stones to bigger responsibilities” ✧



Any Questions ?





Thank You!

