Spark Training Overview

7-day Immersive Training on Professional Skills

Sep 4 to Sep 12

~ Sarvesh
(Batch 10)

Table of contents

01

Introduction

02

Agile & Communication Skills
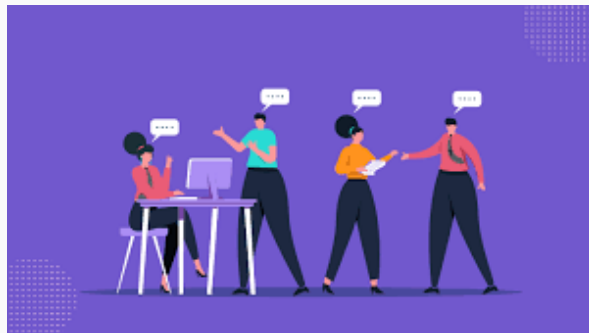
03

Etiquettes

04

Creative Thinking & Empathy

05

Conclusion

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!

Special Thanks: Meena Ramesh & Hexaware