

# Fire In Me

A Workshop on Motivation & Personal Effectiveness program for Dealers Sales People

**[2 Day, Experiential Sharing Based Learning Methodology Through  
Presentation, Case Study, Video & Activity Based Directed Learning Approach]  
[Schedule: 9:15-10:45AM / 11-1PM / 1:45-3:15PM / 3:30-5:30PM]**

## Course Objectives

This workshop will help the Dealers Sales People to be highly goal oriented and motivated in one's role

## Course Objectives

### Day-1

#### **9:30-10:30 - Module-1 - Introduction & Importance of continuous learning**

- Program Introduction
- Ice breaker
- Team formation
- Framing the norms
- Spelling the objectives
- Exercise on open mindedness
- Group activity on importance of continuous learning

#### **Benefits of Module-1**

At the end of this module participants will agree and commit towards being an interactive participant & will realise the importance of continuous improvement.

#### **10:30-11-15 – Module 2 - The real meaning of Give and take**

- A pen and paper exercise on wish list
- Autograph game
- Establishing a mission for the workshop using the principles of creating success for others
- Video based discussion on importance of giving

#### **Benefits of Module-2**

At the end of this module participants will understand the importance of working for others success and happiness

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## **11:30-12:15 - Module-3-Comfort Zone vs. Competent Zone**

- A pen paper exercise on understanding the concept of building competency
- A motivating video on moving to competent zone
- A group presentation on Comfort Zone vs. Competent Zone

### **Benefits of Module-3**

At the end of this module participants will understand the importance of trying new things in life and accept the importance of change

## **12:15-1:15 - Module-4- Result oriented thinking**

- A physical activity on understanding the importance of changing the approach to ensure better results
- A motivating video on lessons from animals
- Plan of action to use result oriented thinking

### **Benefits of Module-4**

At the end of this module participants will understand that results can be achieved provided “they change their approach”

## **2:15-3:45 - Module-5-Setting High Standards**

- Understanding the importance of setting high standards
- Impact of not setting high standards- Group presentation
- Why people don't think big- A discussion
- Benefits of setting high standards- Group presentation
- A physical activity on high standards
- A discussion based on the activity
- A video on setting high standards

### **Benefits of Module-5**

At the end of this module participant will realise the importance of setting high standards in both personal life and work life.

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### **4:00- 4:45 - Module-6- Working towards Goals**

- A pen paper exercise on mapping one's performance & goal oriented thinking
- Presentation on the above concept using a quadrant
- Video on goal oriented and performance oriented living

### **Benefits of Module-6**

At the end of this module participant will realise the importance of being goal oriented in life.

### **4:00- 4:45 - Module-7- Doing the Impossible**

A physical activity that will challenge one's belief and remove the barriers and help the participant to face challenges

### **Benefits of module-7**

At the end of this module participants will learn to take new challenges in personal and professional life.

## Day-2

### **9:30-10:00- Reflections**

Day-1- learning will be recapped with a melodious music in the background and participants will share their reflections of day-1

### **10-11:30-Module-8- Goal Setting**

- Goal, Dream ,desire and wish- Differences- A Discussion
- A video on what is a goal
- Presentation on SMARTER Goals
- Importance of writing Goals
- Writing SMARTER Goals
- Goal internalisation
- Sharing the goals in open forum

### **Benefits of Module-8**

At the end of this module participant will set goals for both their personal and professional life. These goals will motivate them to add value in their roles in the workplace

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## **11:30-1:30-Benefits of Module-9- Customer centric thinking**

- A pen paper exercise on life time value of a customer
- Understanding the importance of moment of truth in customer centric thinking
- Video on moment of truth
- Satisfying vs. Delighting a customer
- Types of customer – Role plays
- A group work on delighting the customer
- A video on delighting the customer

## **Benefits of Module-9**

At the end of this module participants will understand the value of the customer and will learn how to handle customers with care

## **2:30-4:00- Module-10- Interpersonal skills**

- The power of listening in relationship
- Video on importance of listening
- Judging people- A pen paper exercise
- The power of empathy in relationship building
- Video on empathising
- The power of appreciation in relationship
- Video on appreciation

## **Benefits of Module-10**

At the end of this module participants will learn the art of relating with colleagues and customers using positive body language and non judgemental behaviour

## **4:15-5:15- Module-11- Working as team**

- Me vs. We- A Physical activity
- The power of team work – A Pen paper activity
- The big picture awareness-A physical activity

## **Benefits of Module-11**

At the end of this module participants will learn the art of working with a team and connect he organisation goals

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