

Blue Collars Development

16 Hours (2 Day) Highly Interactive Workshop

Course Outcomes

- Greet, meet and introduce people professionally in a business setting
- Initiate a conversation, make constructive small talk and then politely end the conversation on a high note
- Conduct positively during meetings, participate professionally and respectfully voicing objections if needed
- Avoid being seen as culturally insensitive by learning how to use discretion, courtesy and good judgment when dealing with a variety of contacts from various cultures
- Entertain staff, clients and anybody at lunch or dinner while displaying the proper etiquette in all things from table manners to toasting
- Communicate appropriately when conversing, talking on the phone, using the most suitable greeting, tone and manner
- Remaining cool, calm and collected during a crisis, keeping your temper and guiding the team's effort with a cool and calm demeanor
- Understand the nuances of appropriate dress for different business occasions, and look at some ways you can "dress to impress" without being seen as flashy
- Learn why discretion is important when talking to outsiders about your company, and how indiscreet disclosure of information could harm your company

Course Content

1. New Choices for Growth and Change & Attitude Building

- Burn my' EGO" – The 'Then' 'Now' 'Would be' & Qualities of a New Age Worker
- Self-Image Assessment – 15 Manifestations of Poor Self-Image
- How Others See Me
- 7 Ways to Improve Your Self-Image Maintaining a positive attitude at work - A matter of choice
- Impact of negative attitude

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2. Self-Management (Goal / Workplace Decorum / Etiquette)

- Taking ownership & Goal Focused – the C.R.E.A.T.E. & GROW model
- Change in working culture (To Do Lists, Activity Logs, Planners, Meetings and etc.)
- Prioritizing - Urgent and Important
- Managing Time and Stress to meet deadlines
- Create a positive first impression that lasts
- Office Etiquette – Workplace, Canteen, Office Premises, shaking hands, greetings and etc.,
- When and how to thank others - Dressing - Social interaction - Art of Shaking hands or greet others - Navigating a formal table setting - Handling meetings - Managing work space - Appropriate interaction with co-workers
- Highlight your strengths and challenges with time
- Create awareness about life-enhancing changes that you'd like to make
- Motivational Skills
- Etiquette

3. Understanding self and others

- Understanding myself and others as communicator: Types – Barriers – Styles – Listening – Value System – How to greet the people – Body Language – People network
- Understanding Individuals and individual differences.
- Individual & Group behaviours and orientations and their effects on the team.
- Typical and necessary roles on the team.
- Working with work-based issues [simulations]

4. Effective Interpersonal communication

- Understand how the different behavioural styles manage conflict in communication
- Verbal – Body Language – Developing assertiveness – Listening – Questioning – Handling situation – Emotional intelligence
- Tips for using non-verbal communication effectively to compliment the verbal message & gain instant rapport.
- Asking & Telling, Listening, the use of softeners & assertiveness behaviour techniques – Assertive communication – use of conscious language.
- Use the tool of I-statements to reduce conflict and defensive communication
- Guidelines for making small talk that matters - Tips for dealing with difficult people
- Timing - it's if and when you say it, Tone - it's how you say it, Volume - it's how loud you say it

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5. Mastering meetings & Behaviour during a crisis

- Understanding correct meeting protocols
- Polite ways of interjecting, commenting or voicing an objection
- Tips and techniques for chairing a meeting successfully
- Methods for getting and keeping meeting on track
- The importance of keeping temper under control
- Dealing calmly to resolve interpersonal conflict
- Managing the performance, not the person

6. Effective Listening Skills

- Identify ineffective listening habits through self-awareness
- Learn the three effective listening responses
- Use active listening responses to solve problems
- Use non-defensive listening techniques to handle criticism
- Interpersonal Skills

7. Dealing with supervisors, colleagues and staff

- Understand how business hierarchy is structured
- Know how seniors expect to be treated
- Discover how to give and receive credit and compliments
- Understand reporting lines and their importance
- Avoiding overt involvement in office politics
- Handling the rumour mill and office gossip
- Disability etiquette - the importance of empathy and courtesy

8. Working in Team & Leadership

- Team skills & Qualities – Team Work, Team performance
- Win and Win – Groups only can win
- Attitudinal Change towards work – affective, continuance & normative commitment
- Ownership – Personal Accountability
- Eliminate the blame-game and finger pointing – Moral values – importance & benefits
- Leadership in teams, including traditional models of team leadership and more progressive types, including self-management and distributed leadership.
- High performing teams – vision, goals and priorities, trust, clear communication, flexibility, and feedback.

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9. General Behavior & Discipline in workplace

- Ethics in Workplace: Confidentiality and disclosure of company information to external parties - A guide to accepting / offering gifts or favours - Correct actions if a bribe is solicited by a customer, client or supplier
- During visitor – Cleanliness in tea serving area – Washroom – Road safety
- Not using of Mobile phone at Workplace – Quality conscious
- Personal Cleanliness (Self Maintaining)
- Respectable behaviour when socialising with staff and management
- Discipline at workplace: Not shouting – General Behavior – Body language –
- Discipline in canteen: Ensuring cleanliness – Discipline in following lunch timing – Mannerism – Line – Wastages – habits – Conversation etiquette during business lunches or dinners

10. Office relationships

- The appropriate use of space and touch in the office
- Understanding what constitutes sexual harassment
- Know how to steer clear of any behaviour that could give offence
- The inherent danger of office romances or "flings"
- What to do when your personal and professional lives overlap

Methodology

- Real-World Experience Simulation between Facilitator & Participants
- Participants will be led in a Directed Learning Mode, not Just with Facilitator's one-sided Lectures
- Combination of Presentations and Examples from Facilitator and Interactive / Hands-On Participants' Exercises with Individual / Group Report-Outs
- Experiential workshop environment where participants will be educated to adjust based on their results from Role-Plays

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Other Details:

- Payment to be made within 15 days from the date of the invoice.
- All payments must be made by cheque/online transfer etc., drawn in favour of Sieger Training India. Sieger will charge on INR basis only.
- Overseas clients will have to take care of all the training materials directly as briefed by Sieger Training. However, Sieger can procure some (which can be transited) not all, on behalf of the client but any additional charges for custom clearance must be taken care by client only.
- Facilitators Travel, accommodation & Food must be taken care by the client (wherever necessary)
- Clients will have to arrange LCD, Speakers, Mike on their own.
- Cancellation of confirmed programmes shall be intimated one week in advance else 50% of the total charges shall be applicable.
- Client will recognize the intellectual property rights of Sieger Training and such materials are not to be copied without prior written approval of Sieger Training.
- Take all responsible steps to hold all Sieger Training copyrighted materials confidential to Client.
- Guarantee that no training will be conducted using Sieger Training concepts or material is carried out for employees of Client and Client shall not use Sieger Trainer's without the knowledge of Sieger Training Consultants (P) Limited.
- Ensure that any materials of Sieger Training supplied to internal employee(s) are retained by Client and or returned to Sieger Training if the employee(s) ceases to be employed by the company;
- Ensure that no substantive modification of course design or content occurs without the prior written permission of Sieger Training, which shall not be withheld unreasonably;
- Treat this agreement as confidential and not divulge its contents to third parties;
- Inform Sieger Training of any internal procedures for the payment of invoices.