

OMi
OSCAR MURPHY LIFE
STRATEGISTS

Partners you on a Mission to



Help Empower Life Potential

through

*Changing **A**ttitudes **R**eaching **E**ffectiveness*

Sl.No.	Content	Page No.
A.	PROCESS DRIVEN BEHAVIOURAL TRAININGS or INTERVENTIONS	
A.1	LEAP	02-05
A.2	GOAL	06-10
A.3	Championing The Change	11-14
A.4	ACE	15-19
B.	PSYCHOMETRIC ASSESSMENTS DRIVEN INTERVENTIONS	
B.1	Organisational Climate Survey	21-23
B.2	Executive Coaching	24-26
B.3	Organisational Effectiveness Consulting	27-30
B.4	360° Feedback	31-33
C.	CERTIFICATION PROGRAMS	
C.1	MAPP	35-37
C.2	Diploma in Behavioural Training Development	38-40
C.3	Certification in Train The Trainer (Facilitation Skills)	41-43
D.	BEHAVIOURAL TRAINING WORKSHOPS	
D.1	Conflict Resolution	45-46
D.2	Emotional Intelligence	47-48
D.3	GAINS	49-50
D.4	PEAKS	51-52
D.5	Inspirational Leadership	53-54
D.6	UAAI	55-56
D.7	The Value Experience	57-59
D.8	Train The Trainer-A Foundation Program	60-62
D.9	STARS	63-64
D.10	Respectful Workplace	65-67
D.11	Critical Conversation	68-70
D.12	Manage Right	71-72
D.13	Shift from Shadow to Spotlight	73-74
D.14	TIMEssence	75-76
D.15	Trustomer First	77-78

A

PROCESS DRIVEN BEHAVIOURAL TRAININGS or INTERVENTIONS



OSCAR MURPHY LIFE STRATEGISTS

P r e s e n t s



Leadership
Empowerment
through
Awareness
and
Practice

A P r o c e s s I n t e r v e n t i o n

F o r M i d a n d S e n i o r L e v e l L e a d e r s

Leadership Empowerment through Awareness and Practice

OVERVIEW



This is a nine-step immersive process intervention designed to facilitate Leaders to advance their skills and build their capacity to **master themselves** and **escalate performance** at **individual, team** and **organisational** levels. This process intervention uses a range of powerful approaches to help develop the leadership potential of your people to find their **pathway to sustained high performance**.

The process makes use of the existing **profile information** and **competency requirements** for each participant being trained, and is customised to provide a hands-on and engaging learning approach that combines a unique blend of **theoretical training, action-planning, on-the-job cases, experiential activities, simulation learning** and **action learning projects**.

The FUTURE LEADER

Takes Accountability for Team Performance

Inspire Teams and Interact effectively

Team Developer and Organisational Contributor

Channelizes efforts in a productive direction to optimize performance

Makes effective Team decisions

An Effective Leader, capable of communicating and playing an effective role in constantly creating collaborative workspace



Takes initiatives and drives results

Conveys empathy in communications

Recognizes and values team opinions while making decisions

Creates impact and influence through clarity in communication

Performance Manager and Mentor

Leadership Empowerment through Awareness and Practice

PROGRAM METHODOLOGY



Stage 1: Discovery: Definitions and benefits of the specific leadership skills focused in the upcoming modules

This stage will take place before the initiation of the training modules. It involves gaining clarity on the skills needed by the participant in a particular area, through self-assessment. Participants will be made aware about their understanding of what is needed to master a particular skill set.

Stage 2: Structuring: Which of these skills should the partnership (Coach-Participant-Mentor) work on?

Participants will be provided with an opportunity to discuss the existing assessment results with the Coach and the Mentor. This will help the participants to identify the needs and priorities and serve as a benchmark for evaluating their progress upon completion of all the activities.



Stage 3: Design and Development of Intervention Modules and Activities

This stage involves formulating appropriate and challenging developmental assignments and Training Modules geared towards the participants' abilities and needs. Some of the methodologies involved are:

- **Formal Training** – usually in the form of classroom training with interactive course content and guided discussions
- **Suggested Reading Materials** – include books, articles, journals, case histories and the like
- **Experiential and Behavioral Activities** – energetic, fun-filled and thought stimulating activities incorporated evenly across the training modules
- **Challenging Developmental Assignments** – emphasize a stretch in the participant's comfort zone to learn and apply new skills. Assignments can entail building relationships with peers, team members; or planning, directing and implementing team programs.



Stage 4: Implementation: Complete and commence the Activity Plans

The Coach-Participant-Mentor need to discuss and implement the developmental activities alongside the Training and Coaching sessions. The participants' progress will be periodically assessed by the Coach(es) and Mentor(s).



Leadership Empowerment through Awareness and Practice

Contd.



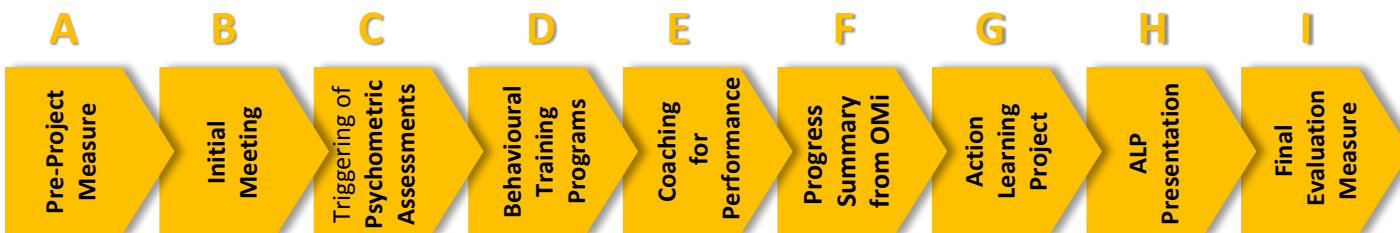
Stage 5: Evaluation: Review results of Post-module Assessments

The assessments made by different stakeholders/partners will be consolidated and reviewed. This will help determine the amount of improvement made by the participant in each skill area. As the results are shared with the participant, he/she must decide to change, add or modify activities to meet the set criteria decided for the overall leadership improvement.

UNIQUE AND EFFECTIVE COMBINATION OF:



DURATION OF THE INTERVENTION



Apprx : 4.5 to 5 Months



Graduation Session



A Process Intervention for Global Leaders

GLOBAL **O**RGANIZATIONAL **A**CCCELERATED **L**EADERSHIP

Presented by

OMi

OSCAR MURPHY LIFE STRATEGISTS PVT.LTD.

G LOBAL O RGANISATIONAL A CCELERATED L EADERSHIP



A Process Intervention for Global Leaders

Introduction

The Global marketplace demands **conceptual multi-dimension vision** and the ability to **master context** before designing a strategy. Multi-National organizations are relatively complex. Specifically in **matrix organizations** there are multiple bosses, competing goals and need to manage complex, trade-offs and dilemmas. People are structured to work in **remote and virtual teams** where they have restricted face-to-face occasions with their colleagues.

Management in a matrix leads to people having **more than one reporting line** (whether 'solid' or 'dotted') and often means working regularly with colleagues from different functions, business units and locations. In a global structure, we have additional challenges created by **working across cultures** and **time zones**. Dealing with **cultural diversity** becomes a major challenge in such global organizations. Most importantly, the successful global organizations have **strong leadership teams** that resolve disputes and create a **one-company culture**.

Research and experience indicate that most executives, even though they are highly competent and decisive in their "**normal**" environment, fundamentally **freeze** when faced with the **uncertainties** and unknowns of **new global business situations**. The skills of **working across distance, cultures** and **time zones** in complex organizational structures with advanced communication technology, rather than face-to-face, are important for **accelerating global leadership competency**.

OMI[®] - Your PARTNER in achieving your **GOAL**

At, **OMI** we value and recognise that ***you are the experts in your own corporate culture*** and business issues. We work with you in order to understand the current and foreseeable needs, and quickly customise a programme based in a holistic way, tailored to your needs.

Being highly flexible in the style of delivering facilitation, we adopt a **client-centric approach** and have experience in working within constraints. We deliver highly participative training, applying our expertise through appropriate combination of:

- **face-to-face workshops**
- **videos, Skype and other online media;**
- facilitation sessions through **World-class Consultants**
- Precise and customised **Intervention Modules**
- Scientific Battery of **Psychometric Assessments** (see more in the profile)
- Experiential and thought-stimulating Learning through creatively engineered **Behavioural Activities**
- Continuous and Progressive **Evaluations**
- One-on-one Executive **Coaching** (to be customised in accordance to participant requirement)

We also Coach the **internal trainers** in organisations through our 'Train – the – Trainer' **workshops**, ensuring the sustenance and accommodation of learnings derived through our interventions in practical situations further.

When organisations have envisioned higher progress, it is done with great anticipation and this is itself a huge step in accomplishing the goals. The programs at **OMI** are scientifically and carefully designed and delivered to address this need, to **H.E.L.P** your people **tap into their latent talent** and **close the potential-performance gap**. It will not only increase your profitability and give you a greater return on your investment but also take the organization where it needs to be, where it deserves to be.

What is **GOAL** ?

Bridging the learning gap in the **Global Leadership Competency** is the mission of **OMI's Global Organisational Accelerated Leadership - GOAL**. The **GOAL** focuses on each of these dimensions and the role of leadership in channeling the Allstate global corporation to **realize untapped potential**.

GOAL Focal Points

The **Global Organisational Accelerated Leadership** is a Leadership Competency development program aimed at incorporating these elements in cultivating your leaders towards **envisioning, inspiring, and successfully deploying global growth strategies**.

A “one size fits all” training program is unlikely to address your unique challenges and business issues, so our training programs are tailored to your specific needs.

After an extensive study on the corporate culture and recent research findings on the **Key focuses of Global Leadership Competency** for the coming year, **OMI** has outlined four crucial change initiative elements here:

- Accelerating the delivery of virtual teams and projects
- Eliminating unnecessary communication such as meetings and conference calls to save up to a day a week of unnecessary work
- Finding the right way of cooperative collaboration for your virtual challenges – groups, teams, communities and networks, and how to manage them more effectively.

Collaboration



- Creating a ‘heartbeat’ virtual communication plan by understanding diverse cultures.
- Choosing and using the best technology for specific tasks across the different sites.
- Running more engaging and participative face-to-face and online meetings, webinars and other forms of communication.
- Keeping in touch when face-to-face is not an option.

Cultural Integration



Committed Influence



- Developing and repairing trust in virtual teams.
- Balancing control and trust, and identifying where each adds value.
- Developing capability, confidence, and the right level of support with remote people.
- Avoiding the ‘accidental micromanager’ trap.
- Continuous improvement for people.

Create Relationships

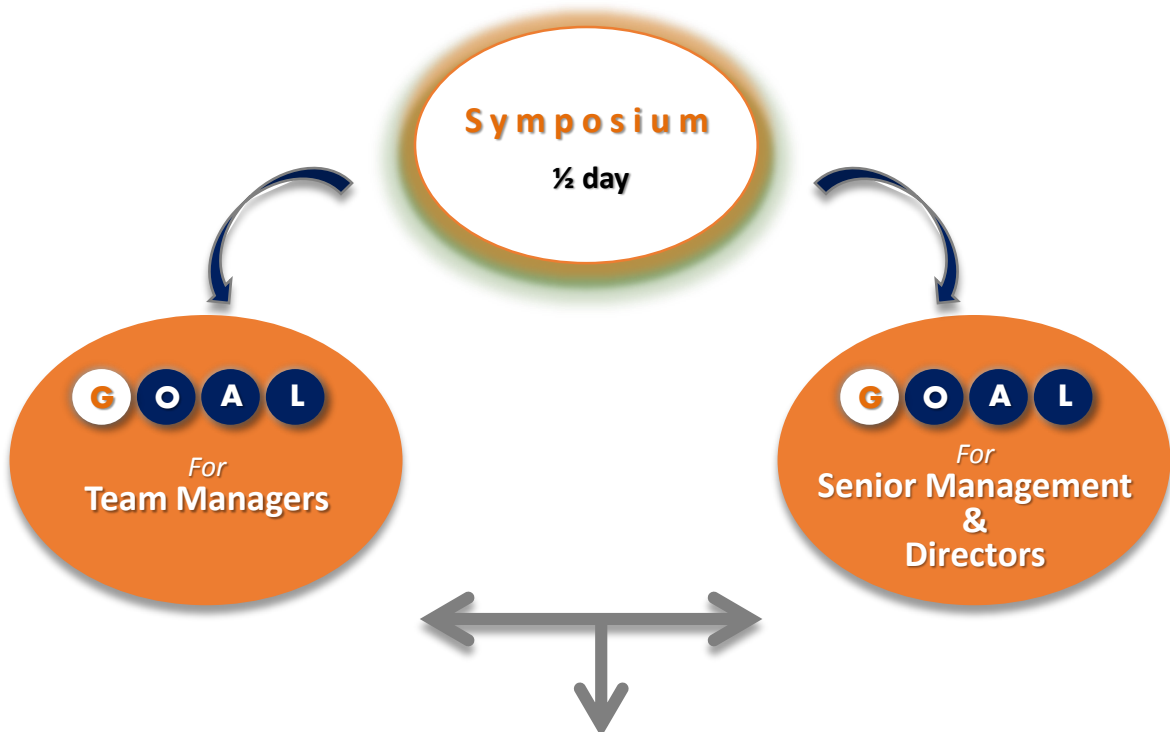


- Managing as one of several bosses – divided loyalties and competing goals.
- Building community and team spirit virtually.
- Managing cultural differences.
- Understanding how to stay visible when working remotely.
- Building and engaging a network to get things done.

The **GOAL** Route Map

The modules or sessions within the overall design of **GOAL** are linked conceptually to build multiple levels of insight and mastery. The Program is **precisely customized** specifically for **Group A** as per the requirement the organization and further in accordance to each section of the target audience within Group A (i.e. Team managers, Senior Managers and Directors).

Following is the brief overview of **GOAL**



Recommendation from **OMI**

Steam Up or TEAM UP

One-day Fun, Energetic, Insightful, Experiential outbound-intervention to bring teams from diverse location, culture and experiences come TOGETHER & Achieve the organizational goal.

Customised COACHING

Through the process of comprehensive and continuous evaluation, further Coaching needs for specific participants can be recognized, and followed up. The coaching sessions are one – on – one extensive facilitation sessions through expert consultants from **OMI**



OSCAR MURPHY LIFE STRATEGISTS PVT LTD

Presents



CHAMPIONING The Change

A Process Intervention



CHAMPIONING The Change



Business growth and progress is the key driver for a profitable organization. The role of a Leader in times of change is critical to achieve the right performance and results. In a transitional phase there is an urgent need to move quickly to navigate and be in control of increasingly complex and competitive environments. The focus then shifts to **building the change Champions** to drive performance to accelerate business.

You need the right people for the right jobs to ensure successful performance. Hence the critical need to select and develop managers and leaders with an objective process driven approach.

To get quick results you require your **core team** to **continuously assess the people and the environments – both internal and external**. **Gaining a clear understanding of the strengths** and weaknesses enables to channel efforts to *optimize people potential* to achieve **organizational goals and objectives**. **Both the core and the extended leadership team** play a crucial role in **connecting the strategy and everyday work**.

Thus the core and middle leadership team need to bring to the organisation not just their prior experience, but high levels of **emotional intelligence, cognitive ability, drive and aspiration**, so as to lead within a dynamic environment of constant change.

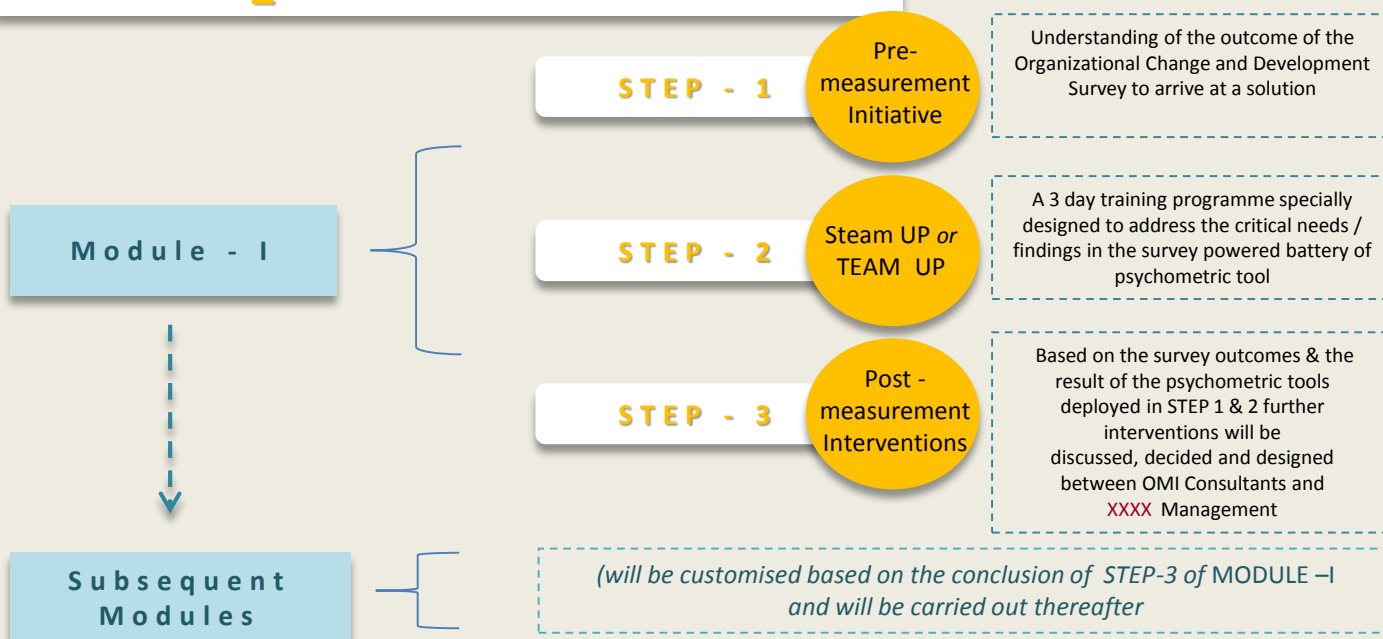
OMI's Scientific Approach

CHAMPIONING The Change

is packed with **high energy, action, powerful psychometric assessments** and techniques for implementation of learning's to develop into **change leaders**.

Take people out of their comfort zones to act as a **catalyst of change** that encourages them to think deeply about their roles and responsibilities. They begin to appreciate their **personal leadership strengths** and find ways to address the immediate leadership challenges and also take time to consider long term **strategic planning** and **performance outcomes**.

The ROUTE_MAP



Time Frame for Implementation: A gap of 2-3 months will be observed to execute the interventions after STEP 3 depending on the needs assessed and the mutual consensus of both parties.



Insight into MODULE 1

Steam or UP TEAM is *specially designed* with the aim to empower its key people to come together as a team and emerge as **Change Champions** to make the organization more productive and profitable.

Objective

The **key objective** is to bring the awareness to understand the **NEED For CHANGE** among people.

OMI has customised a unique process approach of **Inside-Out Training** which will bring about a **transformational change** addressing the **diehard Habits**, **glue like Mindsets** and **concrete-wall like Attitudes** of Individuals.

Approach

The **3 day** training Intervention is a combination of both **Psychometric assessments** and **experiential activities based on the inferences of the Organisational Change and Development Survey** to manage the balance between **active participation** and **meaningful reflection - into core strengths and competency of self and others**, **synthesis**, and **application**.

Benefits

- **Identify personality styles** and preferences of self and others to competently drive the business results by complementing each other's strengths
- **Stimulate** participants to **recognize** and **own up** the **need for change** and **development initiative**
- **Develop sensitivity** in their **Leadership Style** through the **holistic EQ + IQ** dimension for **managing** and **nurturing people** to optimize performance
- **Discover** the value of **constructive conflict** and the **implication of compliance** in an organization
- **Inspire** self and people to **foster** a **positive environment** of **oneness** and **gain performance excellence** through **shared efforts** to build **winning teams**
- Encourage people to **"THINK Different, FEEL Different, and ACT Different"** and break barriers to out perform
- Practice **effective communication** across levels with **clarity** and **precision** to **promote a culture of candidness**

Delegates

Leadership Team and Extended Leadership Team



“

Change is the end result of all true learning,
Change involves three things:

First, a dissatisfaction with self – a **felt void** or **need** ;
Second, **a decision to change** to fill the void or need;
and third, a **conscious dedication**
to the **process of growth** and **change**,
the **wilful a c t** of **making the change**,
doing something.

Leo Buscaglia

Insight into Further Process

The ROUTE MAP

A 3 day training program specially designed with the aim to empower its key people to come together as a team and emerge as **Change Champions** to make the organization more productive and profitable.

A

Steam Up or Team Up

B

Individual Reflection Exercise

Post Step Up or Team Up

A one-day, self awareness program to enable the junior level employees understand themselves in a scientific and holistic manner to gear up for the impending change.

C

Team or Department Reflection Exercise

A one-on-one session for the Senior Leaders with the OMI Consultant, to help them understand their team/department dynamics, using psychological inputs through psychometric assessments. This helps the leaders to manage the emotions of their team members and effectively transition the change process

An exercise, focusing on the existing behavioural trends within the organization.

D

Organization Reflection Exercise

This exercise has multiple benefits, starting from *manpower allocation, identifying development initiatives and aligning people* to the changing environment within the organization.

E

Subsequent Modules

Upon completion of the above exercises, a customised approach with an assortment of training modules are designed to enable and prepare the employees across the organization to accept and adapt with the change.


P r e s e n t s

A ACHIEVING **C** COMMUNICATION **E** EFFECTIVENESS

Communication Works For Those Who Work For It!



“Being aware of what we say and how we say is the first step to successful communication.”



Ability to communicate effectively is an essential skill – a skill that organization expects one to possess irrespective of the cadre s/he is in. **Excellent, effective, and practical business communication skills** are necessary in order to *succeed* in today’s business world.

ACE - Achieving Communication Effectiveness *Brings Success*

With years of expertise in different aspects of People Development initiatives, **OMI** has devised a result oriented program, **Achieving Communication Effectiveness (ACE)**.

The aim of this program is to **develop the communication competence** by providing a **holistic insight** into the **vital elements of communication** and their **appropriate use**. It intends to create an environment that is **conducive to communicate effectively** both inside and outside the organization.

Relevant tools and techniques are used to develop proficiency in **written and spoken English** with an equal impetus given on sharpening the **listening skills** thereby **enhancing one’s personal effectiveness**.

The program will be delivered in a **clear and concise manner**, using the **right communication mechanisms** and **providing an opportunity** for **input and feedback** to **achieve measurable results**.

The participants will be given ample opportunity to **apply the skills acquired** through the classroom sessions, which will be **monitored on a continuous basis** through various assignments.

ACE- Focus

ACE focuses on helping the participants to **minimize their communication barriers** by using **verbal and non-verbal messages appropriately**. It provides the participants a clear understanding about the importance of being an **effective business communicator in today’s dynamic workplace**.

ACE- Specifics

Depending on the **proficiency**, the **pre-evaluation process categorizes** the participants into 2 levels – **Level 1 (L1) and Level (2)**; Level 1 being the lowest.

To ensure efficacy, we suggest an organizational intervention covering **Individual Contributors, Professional Staff & Emerging Leaders, Leaders of Individual Contributors and Leading Managers** through a 3-tier program, the details of which is given in page no. 2, 3 & 4. This strategy helps to maintain uniformity across the organization and fill gaps.

ACE- Duration

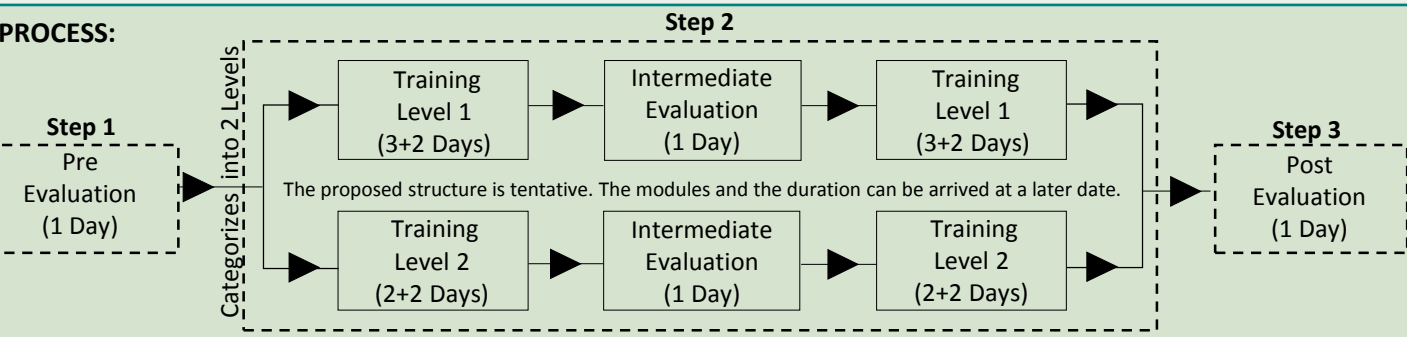
The program spanning over a **period of 1-2 months for various cadres** is professionally packaged to be stimulating and engaging.

It is mandatory for the selected participants to attend all the specified training days pertaining to their levels, to get the best results. Up to 60 participants can be pre evaluated in a day by **OMI** facilitators. The ideal batch size would consist of 15-20 participants.

Level: Individual Contributors, Professional Staff & Emerging Leaders (IC, PS & EL)

- OBJECTIVES:**
- Understand **business communication** in a **holistic manner**
 - Identify the current communication **proficiency**
 - Recognise the importance of **effective communication** in various situations
 - Cultivate **positive body language**
 - **Email etiquettes** and basic letter writing skills

- BENEFITS:**
- Present information via **verbal** or **written** medium that is easily comprehensible to others
 - Acquire knowledge of **basic vocabulary**, functional **grammar** and appropriate use
 - Nurture the ability to **communicate** with **clarity**
 - Improve **self-confidence** to enhance overall **personality**



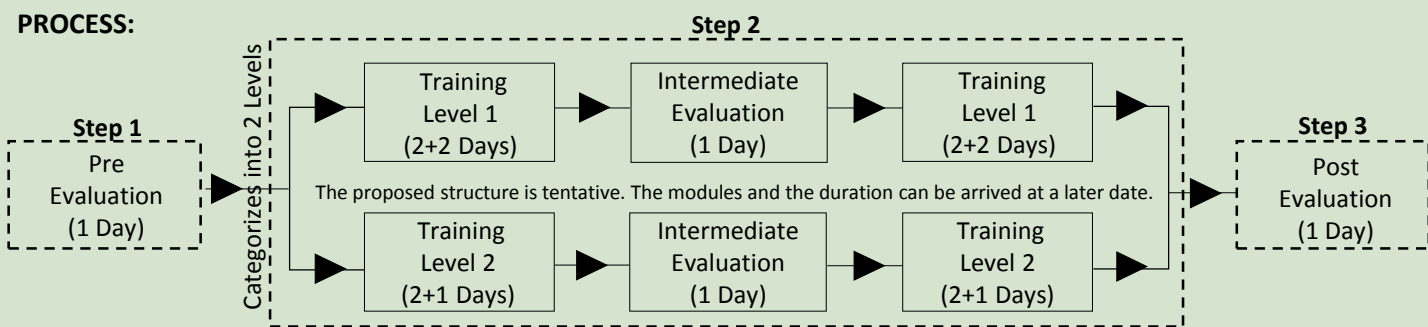
PROCESS SPECIFICATIONS:

Steps	Details	Duration	Purpose	Methodology
Step 1	Pre-Evaluation (Combination of online or face-to-face)	1 Day	<ul style="list-style-type: none"> • To identify the challenges of communication • Form 2 levels (L1 & L2) according to the severity of the challenges 	<p style="text-align: center;">EVALUATION</p> <p>Parameters:</p> <ul style="list-style-type: none"> • Oral, & Written aptitude through impromptu sessions • Grammar proficiency test • Reading/Listening and comprehension • Audio Recording to understand the current level of verbal communication
Step 2	Classroom training and assignments Level 1 (L1)	10 Days (After 5 days of training intermediate evaluation will be conducted, followed by remaining 5 days)	<ul style="list-style-type: none"> • Provide fundamental grammar skills • Paraphrasing/Rephrasing • Strengthen oral communication skills • Exhibit appropriate body language 	<p style="text-align: center;">TRAINING</p> <p>Overall Course Content:</p> <ul style="list-style-type: none"> • Parts of speech & sentence, tenses, sentence structure, spelling, vocabulary and punctuation • Opening and closing communication, Phonetics, Assertion, Choice of words, Tone of voice, Accent • Eye contact, Speech, Facial Expression, Read and understand body language of self/others Internal/External Communication, Improving Readability • Writing emails and business letters
	Classroom training and assignments Level 2 (L2)	8 Days (After 4 days of training intermediate evaluation will be conducted, followed by remaining 4 days)	<ul style="list-style-type: none"> • Enhance written communication skills • Boost Email Etiquette skills • Eliminate/Reduce mother tongue influence 	
	Intermediate Evaluation	1 Day	To assess the progress and to understand the need to make necessary adjustments in the curriculum followed.	
Step 3	Post Evaluation	1 Day	To evaluate the participants' performance to arrive at a consolidated report and recommendations to enable them to design an action plan .	<p style="text-align: center;">EVALUATION</p> <p>Parameters:</p> <ul style="list-style-type: none"> • Oral and Written aptitude • Evaluation of the assignments • Audio Recording to understand the acquired level of verbal communication

Level: Leaders Of Individual Contributors

- OBJECTIVES:**
- **Articulate clearly** with teams, peers and boss by building rapport for better understanding
 - Be an empathetic **listener**
 - **Flex the communication style** to suit the individual
 - Learn the nuances of **Presentation Skills**
 - Learn to communicate with **clarity**
 - Exhibit a **cheerful demeanour** at work with energy and enthusiasm

- BENEFITS:**
- Get **work done** from peers and subordinates
 - Improve the **efficiency** of day to day business communication
 - **Coordinate, connect and interact** better
 - **Motivate and influence** others for better **interpersonal relationships**
 - Send/receive information in an unambiguous manner
 - Improve **self-awareness** and **self-confidence**



PROCESS SPECIFICATIONS:

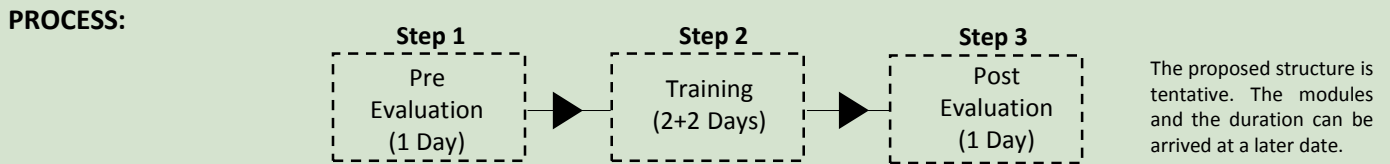
Steps	Details	Duration	Purpose	Methodology
Step 1	Pre Evaluation (Combination of online or face-to-face)	1 Day	<ul style="list-style-type: none"> • To identify the challenges of communication • Form 2 levels (L1 & L2) according to the severity of the challenges 	EVALUATION Parameters: <ul style="list-style-type: none"> • Oral and Written aptitude • Grammar proficiency test • Reading, Listening & Comprehension • Recording to assess the current level of verbal communication
Step 2	Classroom training and assignments Level 1 (L1)	8 Days (After 4 days of training intermediate evaluation will be conducted and the insights will be incorporated in the remaining 4 days)	<ul style="list-style-type: none"> • Fine tune grammar skills • Paraphrasing/Rephrasing • Learn to give and receive effective feedback • Orient towards appropriate body language 	TRAINING Overall Course Content: <ul style="list-style-type: none"> • Foster writing skills (emails, letter etc.) • Advanced conversation skills including telephonic and face-to-face communication • Bodily communication exuding enthusiasm and energy • Recognise how to flex communication according to situation, culture and people
	Classroom training and assignments Level 2 (L2)	6 Days (After 3 days of training intermediate evaluation will be conducted and the insights will be incorporated in the remaining 3 days)	<ul style="list-style-type: none"> • Improve business writing skills • Adapt to differences like personality, culture and gender • Write effective clear and concise emails • Accent Neutralization 	
	Intermediate Evaluation	1 Day	To assess the progress and to understand the need to make necessary adjustments in the curriculum followed.	EVALUATION Parameters: <ul style="list-style-type: none"> • Oral and Written aptitude • Evaluation of the assignments
Step 3	Post Evaluation	1 Day	To evaluate the participants' performance to arrive at a consolidated report and recommendations to enable them to design an action plan .	EVALUATION Parameters: <ul style="list-style-type: none"> • Oral and Written aptitude • Recording to understand the acquired level of verbal communication

Level: Leading Managers

OBJECTIVES: The communication effectiveness program for the managers is aimed to develop the **9 C's** of effective communication. They are:

- | | | |
|-------------------------|------------------------|-----------------------|
| 1. Completeness | 4. Concreteness | 7. Correctness |
| 2. Conciseness | 5. Clarity | 8. Convince |
| 3. Consideration | 6. Courtesy | 9. Creative |

- BENEFITS:**
- **Communicate** with **clarity** with team members, clients and other professionals
 - Develop and communicate **objectives** and **strategies**
 - Practice **persuasive communication** to enhance performance
 - Develop and maintain **successful relationship** with proactive communication strategies
 - Handle **conflicts** constructively through a **non-judgmental** communicative approach
 - Master the art of **body language** and mannerisms to create **impact** among the stakeholders



PROCESS SPECIFICATIONS:

Steps	Details	Duration	Purpose	Methodology
Step 1	Pre Evaluation (Combination of online or face-to-face)	1 Day	To identify the challenges of communication	EVALUATION Parameters: <ul style="list-style-type: none"> • Oral and Written aptitude • Reading/Listening and comprehension abilities • Public speaking skills • Audio Recording to understand the current level of verbal communication
Step 2	Classroom training and assignments	4 Days	<ul style="list-style-type: none"> • Minimise communication barriers between team members, clients and other professionals • Use both verbal and non-verbal messages appropriately to give and receive instructions correctly • Listen and respond with an open mind to encourage accurate 2-way communication feedback • Relate and network with others at work • Gain mastery in upward, downward and horizontal business communication methods • Accent Neutralization 	TRAINING Overall Course Content: <ul style="list-style-type: none"> • Adopt professional approach in all elements of communication to inspire and influence • Communicate with authenticity, confidence and passion with team and customers • Formulate strategic business documents to represent thoughts and ideas precisely • Develop active listening skills • Hone the questioning skills to resolve issues and build stronger relationship • Augment people management skills by delegating and goal setting • Be a solution provider through intellectually stimulative communication • Use appropriate language for verbal/non verbal conversation and writing
Step 3	Post Evaluation	1 Day	To evaluate the participants' performance to arrive at a consolidated report and recommendations to enable them to design an action plan .	EVALUATION Parameters: <ul style="list-style-type: none"> • Oral and Written aptitude • Evaluation of the assignments • Public speaking skills • Audio Recording to understand the acquired level of verbal communication

B

PSYCHOMETRIC ASSESSMENTS DRIVEN INTERVENTIONS



ORGANISATIONAL CLIMATE SURVEY

OMI's organisation's climate is a reflection of thoughts, perceptions, emotions and feelings of people. Most often, perceptions are larger than reality guiding and leading people to behave the way they do. Feedback from an organisation climate survey helps the company to pay attention to understanding the employee's needs. **Unaddressed grievances** often have **adverse effects on the performance** of the employees and an unfavourable attitude towards the management.

Scientifically designed **OCS** helps combat such issues by bringing to light about 12 aspects like **Advancement Mobility, Job Security, Management's Credibility, Personnel Policies & Procedures** and **Self Confidence** to name a few.

Some key **benefits** of **OMI's OCS** are:

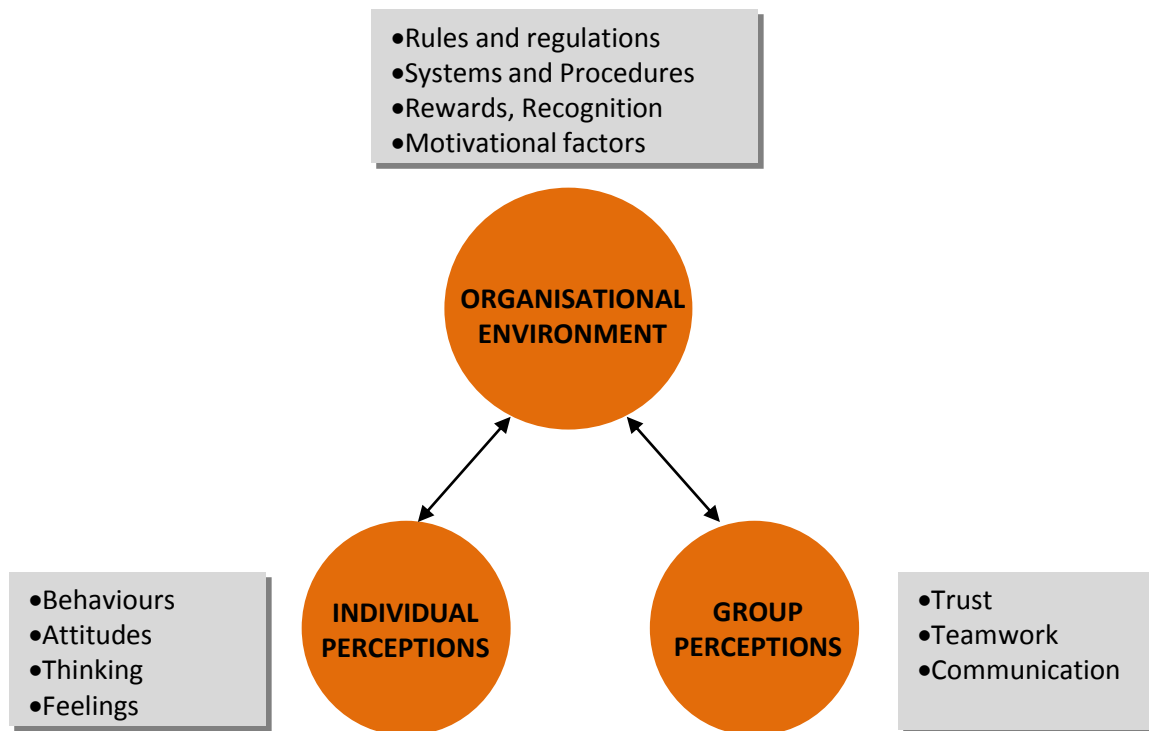
- **Confidentially helps voice concerns** that people may be threatened to share due to fear and insecurity.
- Enables to **check the health and climate** of the **workplace periodically**.
- Helps **address gaps** and **areas with scope for improvement** as an organisation.
- **Reassure the employees as they feel valued** and their opinions given due importance.
- **Protects and shields the overall welfare** of the organisation.

OMI's Scientific Approach

Our approach showcases as a **weather report that quantifies Behaviors, Attitudes and Thinking**. The results can help identify the **root cause** of why people behave the way they do. It provides a **holistic picture of your organization** and allows you to **leverage your organization's strengths**.

To develop a strength-based organisation it is important for you to understand the needs and desires of your employees, how moods affect their work and therefore work to **create a positive environment** where people can thrive.

This organisational climate survey is a powerful tool for **identifying organisational strengths and weaknesses**. The result of this survey also provides a basis for effective **action planning for employee development** and **organisational change**.



About the Instruments:

The whole exercise will be divided into **four survey questionnaires** and takes approximately 40 minutes to complete.

The **First survey** comprises of 60 multiple-response questions in 12 categories, which includes:

1. Clarity of goals
2. Job interest and challenge
3. Rewards and satisfactions
4. Standards of excellence
5. Degree of responsibility
6. Personal development
7. Working relationships
8. Advancement / mobility
9. Job security
10. Managements credibility
11. Personnel policies and procedures
12. Self-confidence

You can gain insights into:

1. Strengths of the organization
2. Weaknesses of the organization
3. Opportunities for the future
4. Threats perceived
5. Differences in perception
6. Surprises
7. Actions to be taken

In the **Second survey**, respondents are taken through a **Communication Audit**.

This survey compliments the first one as it explains whether the issue lies in individual perception of the organisation and its procedures or in the communication of the same.

Communication is the bond that holds the organization together or allows it to fall apart. The communication audit enables you to identify the strengths and weaknesses that are characteristic of the communication that surround you. The audit is concerned with the work place and the state of the health of the communications that come from senior management, the immediate boss and self. It also takes into account the quality of the interpersonal communications that regularly take place between you and those close to you. Organizations differ greatly with regard to their style of communication and hence the audit will be of immense value.

The communication audit helps you understand as to how healthy or weak is the communication that originate from three different sources at work: **top management, one's manager** and **self**. The individuals rate 20 descriptive statements on a five-point scale to yield scores showing the overall quality of communications at work and identifying areas for possible improvement.

Benefits of the Communication Audit

1. Generates an inventory of strengths and weaknesses at both – Organizational & Interpersonal levels.
2. Equips you with a set of criteria and a vocabulary that helps understanding of the anatomy of the interpersonal communications.
3. Improves the quality of interpersonal communications.

In Communication audit, part one measures various dimensions of communications at work while part two measures interpersonal communications.

The **Third survey** consists of **Group Effectiveness Dimensions**.

This survey is interlinked with the above two as it provides an in-depth insight into the perceptions of a group. An organization consists of not only one person but a group or groups of individuals working together. At times, an individual may be suitable to the working climate but there may be underlying concerns when it comes to a group.

Here the survey attempts to bring out the organizational issues relating to the effectiveness of the group. It also helps you with interpersonal issues that affect the employees of the group. The survey describes 20 attributes of an effective group which you rate on a five-point scale. The analysis shows that ten attributes are organizational and ten are interpersonal. Five more questions serve to guide your interpretations.

1. How effective is the group or work team you belong to?
2. How well are you working together to meet expectations, both yours and the organizations'?
3. What impact has your membership had on the group/On you personally?
4. How could your team's effectiveness be improved?

The **Fourth survey** is focused on **Team Building**

This survey is an eye opener into the roles and function of Teams in the organisation and how they impact perceptions of individuals as well as groups. It also throws light on the team members and how their Behaviours, Attitudes and Thinking affect the organisational climate for the better or worse.

This group inventory enables a leader and the team members of a work group to evaluate their effectiveness in ten areas found to be important to team success. Areas assessed include the quality of:

1. **Leadership** or the Appropriateness of the supervision that the team receives
2. **Membership** or having persons with the right qualifications on the team
3. **Commitment** or sense of belonging to and identifying the team
4. **Trust/Openness** or a climate of related, frank, open communications
5. **Mission** or clarity of team's role and identity in the larger organization
6. **Meetings** or productiveness of the team when members meet as a group
7. **Relationships** or how well members work together and relate to one another
8. **Satisfaction** or the personal rewards that come from belonging to the team
9. **Feedback** or the degree to which the group reviews its performance
10. **Development** or the opportunities for growth and further training

Methodology

Step 1: Administration and Analysis

1. Administration of the questionnaire
2. Scoring by the individual employees
3. Analysis of the individual scores
4. Analysis of the group scores – team wise or department wise
5. Analysis of the organization scores
6. Converting scores into bar graphs

Step 2: Observations into patterns and future trends

Step 3: Suggestions and recommendations

Confidentiality

All responses will be confidential and anonymous (if required). We understand that you have about XXXX employees who will undergo the survey. The survey can be addressed to employees either by way of a hard copy or through email.



Executive Coaching

for

Senior Leadership

Explore Potential

Expand Horizon

Enhance Capabilities

Executive Coaching for Senior Leadership

Executive Coaching for Senior Leadership is a **pragmatic, result-oriented** process to help the Leaders achieve accelerated performance.

OMi's scientific approach to individual leadership coaching offers a comprehensive **coaching** process, which focuses on identifying the specific **behavioural success factors** needed to produce **measurable results**.

Executive Coaching for Senior Leadership is a **reflective process**. It provides the **opportunity** for the coachee to **identify** issues and leverage one's own management style in the context of the team or organisation, thereby developing the ability to **lead from the front**, as well as **empower others** to **proactively drive business growth**.



Coaching Focus Area

Based on **Need Analysis** encounter between the Management Team and the **OMi** Consultants, it was derived that there is a certain degree of gap between the **Ideal Performance level** and the current level of Senior Leaders. In order to help the Leaders **achieve excellence** in their current roles and also **upskill** to bridge the performance gap, **4 key focus areas** are identified:

Self Management

- ❑ Develop a sharp sense of **self-awareness**; **uncover personal strengths** and talents
- ❑ Use **scientific** and **objective** measures to **understand personality traits** and behaviours
- ❑ Address setbacks or ambiguity; **deal effectively** with a variety of people and situations
- ❑ Adapts one's **thinking** or **approach** appropriately as the situation changes

Forward Thinking

- ❑ Understand the importance and ways of **Networking** to keep abreast of business, **industry** and **market information**
- ❑ Move away from routine thinking to **proactive thinking** to arrive at different ways of doing things **quickly** and **positively**
- ❑ **Strengthen relationships** with customers and partners for potential **collaborations**
- ❑ **Align self** and **team** with the **big picture** by promoting out-of-the-box thinking

Communicating & Influencing

- ❑ **Persuade** and **influence** a wide variety of audiences at all organisational levels, through effective **communication** and **presentation**
- ❑ **Communicate** and **listen** to all viewpoints to develop a **spirit of collaboration**

Performance Orientation

- ❑ Take the **accountability** for one's own action and drive the same across teams
- ❑ Augment **people management skills** to **catapult organisational effectiveness**
- ❑ **Elevate self** and **leadership capabilities** with **authority** and **presence**

Kindly Note: The above focus areas are derived and presented collectively for all the Coachees. However the Coaching Sessions will be **customised** and **aligned with the specific focus areas** that are relevant to each Coachee.

Executive Coaching for Senior Leadership

Coaching Process



Phase 1:
Reflection &
Identification of
Issues & Challenges

During the initial phase of the coaching, the Coach will be gathering extensive data on the **Coachee's portfolio** of skills and strengths while gaining insight into his history to thoroughly assess his current situation through:-

- Understanding the immediate **KRA's** of the role;
- Arriving at and aligning the **competency framework** for the expected role;
- Identify **innate strengths** and **areas of improvement** to enhance leadership capability



Phase 2:
Establishing
a Road Map

The second phase of our Coaching Process will aim at **fine-tuning specific focus area** and **designing an action plan** to support Coachee in meeting his personal and professional objectives to **optimise performance**.



Phase 3:
Bridging
The Gap

In the third phase, the Coach will be using a variety of **coaching tools** and **resources** with the Coachee, so that, the **Action Plan** is implemented and goals are achieved.

During the **Implementation Phase**, the Coach will help address the blind spots, detrimental factors, breakdown in communication, and multiple aspects of leadership development, thereby expediting the Coachee's progress.



Phase 4:
Tapping the
Success

During phase four, the Coachee, the Coach, Coachee's Reporting Manager and the HR, together will **assess the Coachee's progress** and formulate a system for **evaluating** what is working/what is not, so that the Coachee's success is **continuous**.

The one-on-one, process employs **direct & continuous dialogue**, and an **in-depth engagement** between the Coach & the Leader, in a very personalised manner.

During this process, the Coach, serves as an **objective sounding board** to the Coachee; provides an **unbiased channel for feedback** from the organisation; **supports, encourages** and **translates** tested behavioural principles into pragmatic guidelines for change; and ultimately keeps the focus on drawing **observable workplace behaviour**.

The Leader/Coachee is empowered to **tackle issues, bounce off ideas, make sound decisions**, and **work on the core competencies**, key results areas and objectives to be achieved; in a **confidential, non-judgmental** and challenging yet safe environment.

OMI shall adhere to the said Coaching Process, however the success of this endeavor is highly dependent on the level of commitment and initiative shown by the Coachee to expand his/her career and develop leadership skills by collaboratively working with the Coach.

ORGANISATIONAL

EFFECTIVENESS

CONSULTING

Services

&

Benefits

Aligning with

C u s t o m e r s needs....

We make every attempt to completely understand the exact needs of our customers. This ensures that our customers ultimately get what they look for.



Organisational Effectiveness Consulting Services

Introduction

*Organizational Effectiveness refers to strategies and initiatives that **align, promote and encourage** the enhancement of the talents/resources. It aims to meet organizational mission, fully realize the potential of its vital asset – The PEOPLE and maximize their ability to make positive and lasting contributions to help organization reach its optimum best.*

The consulting process plays a significant role in the development of the individual employee.

Given the breadth of intense global experience and rich expertise in organisational developmental interventions, **OMi** consultants diagnose and fix decision difficulties. The consultancy service provides an appropriate balance between re-growing the workforce and getting the right skills in place to achieve and adapt to evolving strategies.

OMi provides comprehensive and customised organizational effectiveness (OE) consulting services to develop and widen your organisational growth and progress.

OMi's APPROACH

OMi takes a **collaborative partnership** with organizations to **achieve the desired results successfully**. You will benefit from uniquely **developed customized solutions addressing your specific needs**.

To support you in creating **long-term, sustainable, positive transformation** across teams and individuals, **custom solution** is the need of the hour.

Bridging the "knowing - doing" gap, you will be assisted to **unlock your people's potential** through creating a structured learning approach, thereby co-creating an increasing spiral of productivity and performance.

Your people will learn to **negotiate and navigate meaningful, work activities** that are **immediately applicable** and thereby **assure impact and return on investment (ROI)**.

You will appreciate a **comprehensive** methodology, wherein the **perceptions across multiple channels** (Management, Leaders, Behavioral Observations) are **captured** and taken into account. This facilitates shifts in perceptions and create an aligned performance-driven culture that is best suited for a **top-down approach**.



Organisational Effectiveness Consulting Services

OMi leverages deep experience, specific expertise, and executive – level consulting skills to assist you in all stages of your productivity and performance improvement efforts.

You will benefit from an **action-oriented approach** to move performance enhancement opportunities from:

IDENTIFICATION to IMPLEMENTATION!

What makes YOUR experience unique?

Identify the ability of your people and enable them to take *executable actions* to -

BRIDGE the *performance gap* to generate the desired results.



OMi's ENGAGEMENT 4 PHASE MODEL

Understand & Prioritize Organizational Needs

GATEWAY 1

Identify & Find Path To Move Ahead

GATEWAY 2

Reorient & Upskill

GATEWAY 3

Operationalize & Sustain Organizational Success

GATEWAY 4

Duration: Approximately 1 Year

The consultants will facilitate various Gateways after each phase with the senior management team to discuss the progress and further plans.

Engaging Consulting - A scalable approach

OMi Consultants will **stay engaged** with clients **throughout** the **implementation**. Not only will our consultants lead aspects of the solution (such as redesigning a sales process), but also will function as an integral part of the professional services team managing various aspects of your solution.

As every client situation is unique, so too is every Consulting engagement.

Based on the outcome of each **Phase**, the route maps defining the steps of action to achieve the desired outcome will be crafted.

Your Benefits through Organisational Effectiveness Consulting Services

C

1. OE services provide organisations with a clear and **objective view of the current state** of leadership, structure, processes, people and climate issues often **uncovering situations** that **impede complete success**.
2. OE **reveals** the **perceptions of "what is."** This understanding, along with partnered **discussion** about **future needs** and **opportunities**, creates a **sound base** for **meaningful strategic planning, visioning** and/or mission definition.
3. OE activities **reaffirm** that the most **important resource** in any organization **is its people**. A talented and dedicated workforce is essential to reach organizational goals. By developing employees' skills and knowledge, organisations realize gains in productivity and efficiency. **Improved employee competencies**, coupled with a **collaborative environment** and **strong leadership produce desired results**.
4. Complementing the importance of people is a necessity for efficient organizational structures, processes and well-designed jobs. OE assessments **identify areas** for **improvement** while ensuring connectivity to customer needs, department objectives and the Organisation's vision and mission.

OMi
OSCAR MURPHY LIFE STRATEGISTS PVT LTD
 Presents

Peer Performance Feedback through

360

feedback



360° - Peer Performance Feedback

Focusing On Today And The Future

- **OMi 360° Peer Performance Feedback** is designed to gain an insight into the current performance of the individual. This is further mapped with the future expectations required for a management team.
- A comprehensive feedback obtained from the reporting manager, peers, self and team members gives a holistic understanding and most importantly a clear direction into the critical areas of leadership development and self empowerment .
- This instrument is highly scientific, technically advanced and is object to offer a complete behavior change system.
- **OMi 360° Peer Performance Feedback** is carefully crafted to enhance the effectiveness and responsiveness of a management team.

The Process

OMI 360° Peer Performance Feedback invites nominated and approved "raters" to participate in the process, via an email from **THE ASSESSMENT WORLD**

The email invitation links to a **360° Peer Performance Feedback** System and nominees are provided with a confidential login and password along with instructions on how to complete the questionnaire online.

Rating Scale and Open Ended Questions

Respondents are asked to **rate** each criteria on a scale of 1 - 7
(where 1 = **To An Extremely Small Extent** to 7 = **To An Extremely Large Extent**)

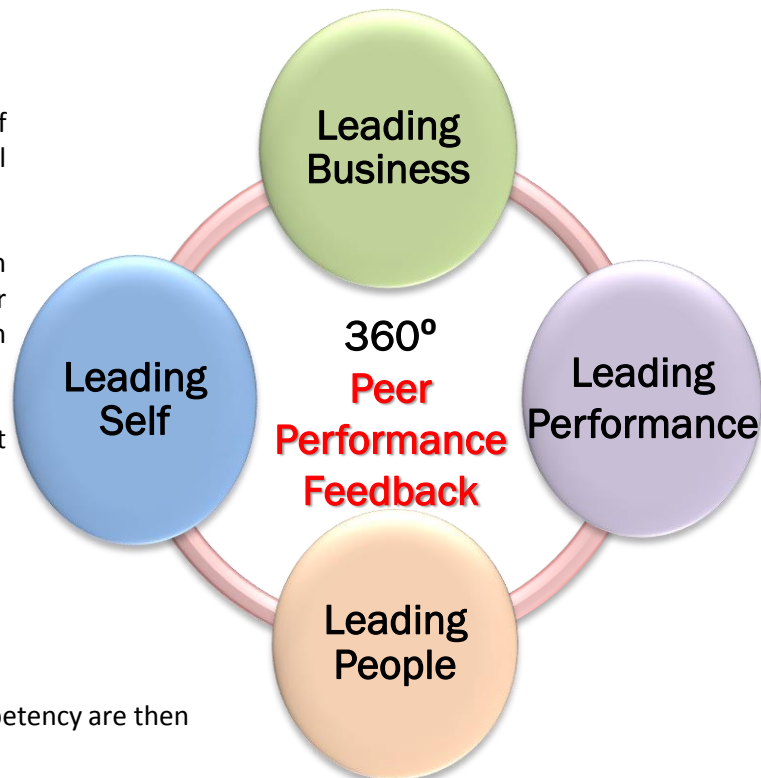
Also, the respondents are asked to phrase statements in response of questions to bring more behavioural dynamism for the executive been evaluated in an Open Ended Questionnaire.

The Competency Framework

OMI 360° Peer Performance Feedback has a set of competency that are mandatory for a successful management role.

Each competency has clear indicators to determine an executive's potential competency level. Every indicator is well defined in terms of actionable responses of an executive in a work related situation.

The **key competency** measured for the Management Team are



Contributing Partners

In **OMI 360° Peer Performance Feedback** the competency are then **evaluated** by :

- Self
- Reporting Manager
- Peers
- Team Members
- Customers

Report Generation

Once all feedback has been collected, an overall report is prepared which is an amalgamation of several individual reports, reflecting a holistic overview of the executive's competency and behavior at work.

This report is then provided to the relevant senior manager and the concerned executive for drafting a developmental action plan and aiding the executive to further enhance his/her competency.

Developmental Plans

As a part of **OMi 360° Peer Performance Feedback** a group session is conducted with the organization's senior management to discuss overall trends along with facilitating one-on-one individual sessions to discuss the outcomes of the executive reports to assist executives in drafting development plans with their direct manager during the BUILD Peer Performance Feedback Process.

OMi 360° Peer Performance Feedback is a on-going process for measuring performance. Let us have an in-depth insight on the key competency of *Management Team* in general.

Management Team Competency

OMi 360° Peer Performance Feedback provides information about how an executive is perceived on the relevant competency and behaviors.

LEADING BUSINESS

- Entrepreneurial Leadership
- Driving Strategic Direction
- Driving Change
- Forward Thinking
- Global Perspective

LEADING PERFORMANCE

- Visionary Leadership
- Drive for Results
- Financial Leadership
- Cross-Functional Leadership
- Business Acumen
- Diagnostic Information
- Decision Making

LEADING PEOPLE

- Building Strategic Relationships
- Empowering Others
- Fosters Teamwork
- Interpersonal Awareness
- Influencing Communication
- Coaching/Talent Development

LEADING SELF

- Self Development
- Adaptability / Flexibility
- Engenders Trust

C

CERTIFICATION PROGRAMS



MAPP

Measuring Attitudes & Performance Potential

Map Your Strengths and Build Your Future Now

WHO

Individuals like Trainer, Educator, Coach, Psychologist, Counsellor, HR, Manager, Mentors ...

WHAT

Learn the Language of Personality with behavioural Pundits and witness the Magic in your Life & Career.

WHERE

Major cities in India – Bangalore, Mumbai, Delhi, Chennai . . .

Now, **online** MAPP for those who cannot gain the one-on-one experiential sessions.

WHEN

At the convenience of our esteem clients – at their preferred location and time.

HOW

Make enquiry, Understand in-depth of MAPP from our experts, reach them at:

Ms. Aishwarya - 99723 01142

Ms. Salma – 99723 01145

Our **true strengths** are actually hidden inside each one of us in the form of **heredity** and **environmental** influences. We are **born with gifts** that we rarely use, due to our ignorance. The good news is that you can measure it now.

Our upbringing too bestows certain strengths in terms of conditioned **emotional responses** to different situations. Our personality is a combination of both, the heredity and environment.

So it is good to measure both in order to gain a **holistic view** and better understanding of the self.

But as we grow, based on the demands of life or work or school one develops certain competency or is required to develop some more to be on the fast lane. Do a **Psychometric Competency Mapping** to know as to **where you stand today**, so that you can take right decisions as to where you wish to be in the near future.

Self Awareness is the key.

BATTERY of 5 Gems (Psychometric Tools) of **MAPP** in Objective Human Behaviour Analysis of people's Strengths & Capabilities.

[BAT is – Behaviour, Attitude & Thinking]

Now you can **strengthen & develop people** with **MAPP** which measures your peoples' attitudes and personality. You will experience the measurement tools for a firsthand experience by taking the assessments online after being duly registered for the program at <http://www.theassessmentworld.com>.

It is not just one or two but you will be **richer by learning and understanding 5 gems (Psychometric Assessments) of MAPP**. You will gain the **in depth knowledge of 5 Psychometric Assessments** individually and you will benefit immensely by learning the scientific process of even interpreting a battery of assessments together, be it an individual at home or office. Such interpretations help improved understanding of individual or family as well as organizational behavior. So you know exactly where to focus your efforts.

Learn to Measure to seek the Treasure.

BAT - 5 Reveals the True Hidden Strengths

01

FITS based on Carl Jung



Discovers the inherent personality style of the individual and how it assists them in learning the **art and science of influencing people**. It enables uncovering **heredity strengths** to chart their life and career.

02

4C's based on William Marston



Is a self awareness profile of **emotional response to environment**, giving an insight into the intrinsic motivation, preferences and traits. Helps improve communication, team work, motivation, and in selecting **right people for right jobs**.

03

C P A based on Eric Berne & Douglas McGregor



Communication Pattern Analysis identifies the communication habits of people in terms of their different **ego styles** and means one uses while interacting in terms of **theory 'X' or theory 'Y'** behavior. Powerful tool to **improve communication**.

04

PPC 20 based on Boyatzis & others



People Performance Competency **20** is an environment-driven competency mapping assessment which provides an in-depth **SWOT Analysis**. Beneficial in areas like **leadership or management development & performance improvement**.

05

B P A based on B F Skinner



The Behaviour Pattern Analysis illustrates **glue-like mindsets** and **die-hard habits** due to upbringing. Effective tool in: **1) Communication patterns 2) Interpersonal relationships 3) Sense of urgency and 4) In the way they process information**.

MAPP Your Route To Manage People's Strengths, Attitudes & Personalities

This process not only gives you an opportunity to **understand yourself better**, in turn facilitates you to **capitalize on your strengths** and makes you **Self aware** about your areas of improvement. It thus helps in reaching individual potential. These scientific tools can be applied in both professional and personal development endeavors adding immense value. As a participant, you can reflect and see the gaps based on objective assessments using scientific methods. Now it is easy for you to influence people to change and make a difference to their performance and productivity.

Your Journey begins with...

5 Psychometric Assessments **online** before the intensive learning strengths interpretation. The online sessions are powered by practical case studies, experiences and tips for successful implementation of a **Life Enriching Change Strategy**.

<p>1</p> <p>STEP 1</p> <p>Introduction to the 5 Psychometric assessments (FITS,4Cs, PPC 20, BPA & CPA). Reference material will be shared to gain mastery in the interpretation of Battery of assessments.</p>	<p>3 days</p>	<ul style="list-style-type: none"> Understanding the links between each of the five assessments Aligning, Interpreting and Managing People and Performance Experiencing the various applications of the battery through report samples and live case studies
<p>2</p> <p>STEP 2</p> <p>3 Case studies (varying in scenarios) will be shared during the Certification Process. Score-sharing & Interpretation happens over Skype, g-talk or any other compatible multimedia facility.</p>	<p>The Certification process will take approximately 15 – 18 hours.</p>	<ul style="list-style-type: none"> The first Case study is shared with the participant. Thereafter the case is interpreted by the participant linking the sample scores with the given case Only after the successful completion of the first case study the subsequent two cases will be shared and the process repeats
<p>3</p> <p>STEP 3</p> <p>Impromptu session with Senior Coach to analyze individual's understanding about the assessments, benefits and its applications.</p>	<p>The Certification process will take approximately 15 – 18 hours.</p>	<ul style="list-style-type: none"> After the successful completion of the 3 cases with the psychometric analyst, the participant is eligible for the final case with Senior Coach Certification is thereby awarded once the participant clears the final case with the Senior Coach. Thereafter the participant will be consider as a licentiate of the 5 psychometric assessments.

Glimpse into areas where 5G e m s optimize people development:



YOUR Benefits of MAPP

TANGIBLE BENEFITS:

1. Self Awareness of one's true strengths and capabilities by heredity and environmental influences
2. Learning strategies to understand why people think, feel and act different or difficult
3. Learning to deal with difficult people be it colleagues, customers or family
4. Scientific strategy to improve people's performance at all levels
5. Specially discounted prices to certified associates for future use

INTANGIBLE BENEFITS: Job Satisfaction, study of behaviour of self, team or department and the organization. Better role clarity and self confidence by working on strengths.

Diploma

in Behavioural Training & Development



A Curriculum for **Global Excellence!**

towards

Changing Attitudes
Reaching Effectiveness

This flexi-learning course has been designed to provide behavioural cross-disciplinary expertise

For professional trainers, subject matter experts and others from across the world, who wish to support training and development all within a single, consistent, behaviour and competency-driven framework.

Make your training more stimulating, engaging & motivational!

Build Creativity into the design and delivery of your training!

Behaviour Based Training & Development approach analyses individual development in a holistic manner in view of the psychological concepts of learning & unlearning:

Mindsets, Attitudes and Habits

Embark on Your Journey into the world of

Behavioural Training & Development



Advanced Course

It is about Changing Attitudes & Reaching Effectiveness,

Who can apply?

- Graduation / Post Graduation from a recognised University + Minimum of 1 year experience in the training function or
- Graduation / Post Graduation from a recognised University or equivalent + 2 years of work experience.

Route Map: Advanced Course

A [Theory]

B [Practicals]

Module I: Training Design

- Breathing life into Adult Training
- Analysing the gap in performance
- Designing Training the ADDIEtude way
- Understanding the adult learning styles
- 4 levels of evaluating Training
- Measuring Training's ROI

A 1

A2

Certification in Training Design (3 days)

- Learning styles & practical guidance on training cycle
- Analysing attributes into performances
- Determining resources and learning methods
- Explicit understanding and implementation of psychological principles in T & D
- Setting up a system for monitoring & evaluation

Module II: Training Facilitation

- Getting ready to facilitate your training
- Strategies for Enhanced Learning
- Using relevant activities to energise & engage learners
- Enhancing body language & voice modulation
- Ensuring transfer of learning to the job

B 1

B 2

Certification in Training Facilitation (3 days)

- Leading, facilitating and training: the differences
- Training Facilitating style and structure
- Visual aids and presentations
- Using humour as an effective tool in training
- Closure and evaluation
- Feedback and development actions

Uniqueness of each individual such as personality, intelligence, competency, learning styles, environmental influence on one's belief is important characteristics to know and assess. Such insight into an individual's hereditary and environmental composition will help trainers to address the root cause of the individual challenge aligning it with the performance expectations.

The One way to gather this information is through psychometric assessments. **Module III** is your ultimate transition from a trainer to a behavioural trainer by gaining an insight into the **Science of Bridging the Gap between One's Potential & Performance**.

Module III: Measuring Attitudes & Performance Potential

- Powerful language of people and personality
- Gain insight into one's innate potential and capitalize on the strengths
- Objective know-how to make people perform better
- Influence the change process within by inside out approach

C 1

C 2

A + B + C

Certification in MAPP (3 days)

- Training Need Analysis – The Objective Way
- Competency framework - Deriving training objectives
- Driving change - Behaviour, Attitude & Thinking
- The role of Communication - Influence & Impact
- Scientific strategy to improve people's performance at all levels

Theory:
This dimension is catered through extensive reading material and case study analysis.

Diploma in Behavioural T & D: Advanced Course

Practical:
This dimension is catered through three face-to-face workshops (3 days each) and an extensive project.

How much flexibility of time do I have?

Choose a schedule that suits your lifestyle,

Enjoy the learning process at your own pace in a time frame of 1-3 years!

KEY ADVANTAGES in your route map to becoming an extraordinary trainer.....

Advanced Course.....

Experiential Insights: The practical sessions with experts in the coaching & training field holistically shape your proficiency as a behavioural trainer.

Certifications in Design, Delivery & MAPP: By attending the three contact classes, you get individually certified in Training Design, Delivery & MAPP as a bonus.

***Associate opportunity:** On securing a Grade A+ in the advanced course, you gain the privilege of joining the OMI team and gain entry into the privileged OMI Network as well.

***OMI Network:** Once a part of our network, you get recommended to reputed OMI clientele* on projects.

FEE STRUCTURE

Rs. 34,000/- +12.36% service tax

Including assignment fee, copy righted psychometric assessments fee, 3 Practical workshops facilitation fee and study material.

Excluding your travel, food and accommodation

Note: Payment for the above can be made on installment basis.

If you opt for payment in instalments -

Step 1 – Initial Registration Fee – Rs. 5000/-

Step 2 – Payment to be completed in 2 Instalments -

(1) Before 1st Contact Class (2) Before 2nd Contact class

TESTIMONIALS – What do students have to say about OMI's Global Diploma Course?

- From the bottom of my heart I thank the trainers as they have already enabled the change in my perspective and showed me the importance of BEHAVIOUR in making a difference. They are my GURUS in true sense, it's a lifelong relation with them from now onwards in my thoughts & work, wherever I go, not just as a behavioural trainer but also as a normal person. – **Manpreet Juneja (Freelance Trainer)**
- This Program has given me 360 degree turn in the Way I Think and the Way I Approach Training. Please Keep Up the Good Work – Want To Join This Movement of Helping Others - **Khoremand Katrak (Consultant Trainer - Reliance Mutual Fund)**
- "I went as a judge and came out as a learner. My mindset underwent a sea of change as we got transformed from Soft skills trainers to Behavioural Trainers. Chinyi and Sreenidhi mirrored us so well through their untiring mentoring. Kudos to their intervention and the team work of OMI. And thanks so much for my unending learning." - **Shilpi Khandelwal (Proprietor – Tour De Force Institute)**
- The Experience of Co-facilitating with Sreenidhi as part of my Diploma was more than expected. Got the opportunity to see and experience the difference between Behavioural training and other Soft Skills Training Programs. As a co-facilitator I was allowed the freedom to pitch in my ideas and input. - **Sujatha Suresh (Head- Online Assessment Tools & Training Div - Pravarra)**
- "Undertaking Training with OMI was rejuvenating exercise to the mind, it is like Akshay patra (Divine vessel of Pandava's) as learning never stops, I am obliged to Sreenidhi & OMI for rekindling my Dreams which went missing during my struggle of climbing corporate ladder, my Dreams were my strengths which I never realized until I undertook Bat 5 Psychometric tests." - **Kopparapu Krishnamurthy (Branch Manager, FedEx Trade Networks Transport & Brokerage Private Limited)**



OSCAR MURPHY LIFE STRATEGISTS

P r e s e n t s



Certification
in
train the **trainer**

Creating Impact and Influence



Learn the art of taking a **Facilitative Approach** to your **training** and effectively create a learning environment to maximise your learner's engagement.

Effective learning - engagement depends on the quality of a holistic training experience. A well-designed course alone does not define an effective training. An **Inspirational Trainer** is the one who **facilitates learning** with a deep **knowledge of the content**, an **understanding of how adults learn**, and create a **repertoire of activities** to optimise learning.

A **holistic approach** such as this **fuels learning transformations** and **creates lasting impressions** that **ensures effective transfer of learning**.

OSCAR MURPHY LIFE STRATEGISTS is one of the leading organizations, working with clients around the world in providing behavioural facilitation, using a flexible formula with an end goal of measurable results.

OMI has designed an indigenous Training Facilitation *Certification Process* for the Customer Service Dealers' Trainers at your organisation to identify and bridge the gaps in their Training facilitation skills, to enable them reach new horizons.

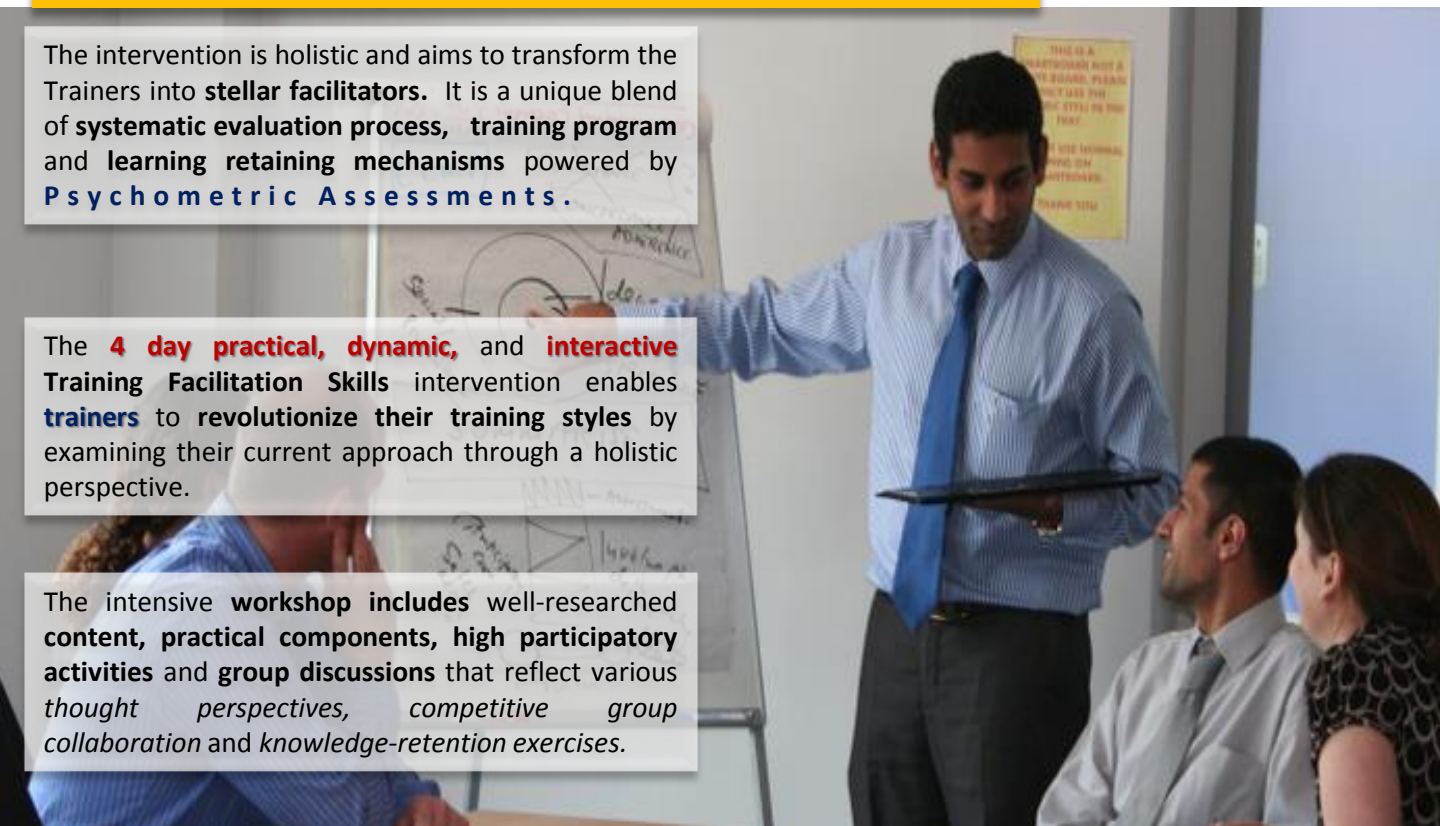
This intellectually stimulating practical process intervention puts the latest trends and techniques at the trainer's fingertips, and most importantly enable them understand their role as an inspiring trainer. The scientific methodology used will **encourage the trainers** to **boost their confidence and motivate dealers** in a holistic manner which *results in optimum performance*.

About the Programme

The intervention is holistic and aims to transform the Trainers into **stellar facilitators**. It is a unique blend of **systematic evaluation process**, **training program** and **learning retaining mechanisms** powered by **Psychometric Assessments**.

The **4 day practical, dynamic, and interactive Training Facilitation Skills** intervention enables **trainers** to **revolutionize their training styles** by examining their current approach through a holistic perspective.

The intensive **workshop includes** well-researched **content**, **practical components**, **high participatory activities** and **group discussions** that reflect various *thought perspectives, competitive group collaboration and knowledge-retention exercises*.



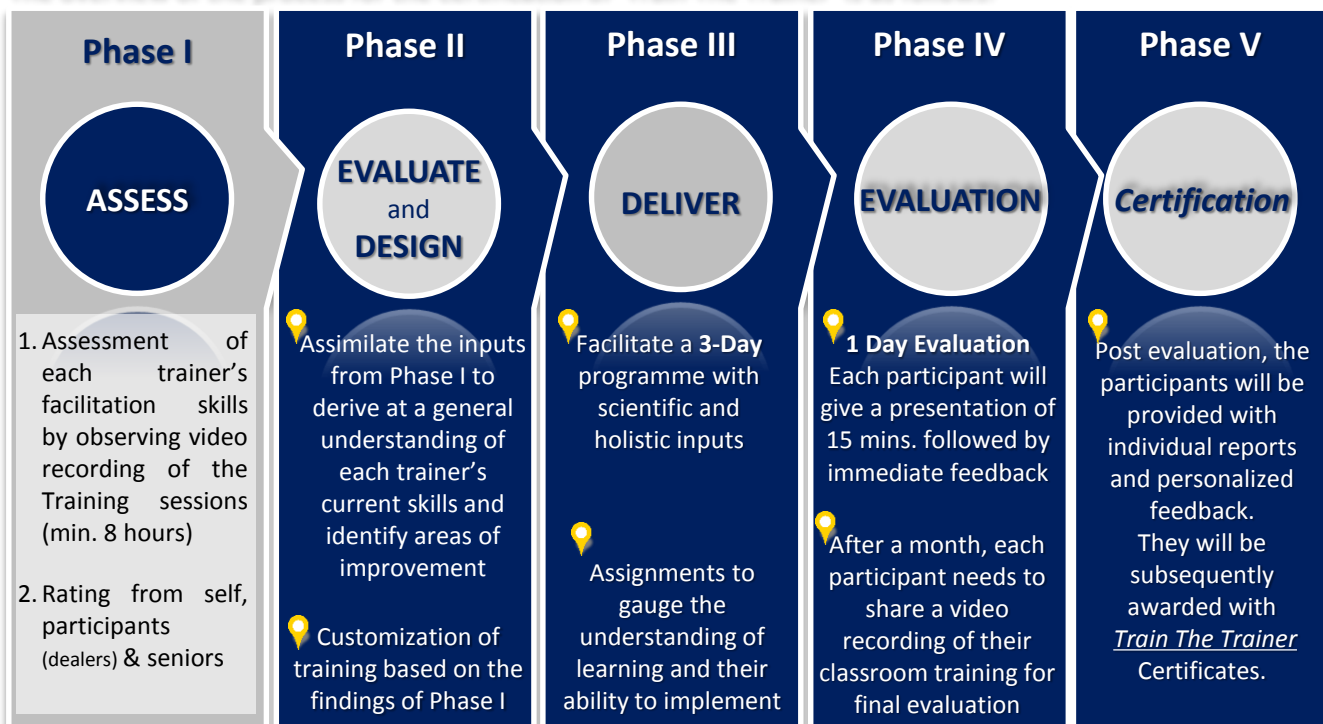
Objective of the Programme

Unlike the routine off-the-shelf training, Training Facilitation aims to enable your **Trainers** to :

- **PRESENT** information in an *interesting* and *lively manner*
- **UNDERSTAND** their *audience (dealers)* and *customise their facilitation skills* accordingly
- **DELIVER** the content with *flair* and focus on **performance enhancement strategies** of the dealers
- **CREATE impact** and *influence* on the dealers' performance through *impeccable facilitation skills*
- **TAKE OWNERSHIP** to nurture self into a *charismatic* and *motivational Trainer*

'Train The Trainer' Certification Process

The overview of the process for the certification of 'Train The Trainer' is as follows:



Training Certification That Empowers Trainers

'Train The Trainer' Certification Process is the cornerstone of our partnership with your organization. It is the critical link that ensures that your in-house trainers deliver successful training at your organization. Following this process, new and experienced trainers emerge with:

- **enhanced** and **refined facilitation skills**
- the **newest tools** and **techniques** on adult learning
- a variety of **instructional strategies**
- **practical guidelines** for **implementation** and
- actual **experience** of **delivering** facilitation training.



D

BEHAVIOURAL TRAINING WORKSHOPS



OSCAR MURPHY LIFE STRATEGISTS PVT LTD

Presents



CONFLICT RESOLUTION

A Workshop on Managing Conflicts &
Building Relationships



When different personalities from differing backgrounds, work together towards a common goal, conflicts are bound to manifest. Emotional needs sit under the surface of both sides of a conflict and solutions will be compromised if these are ignored.

People investing in building awareness among employees/themselves on understanding the science behind conflict resolution will see the energy created by interpersonal friction generating sparks of creativity rather than consuming flames.

OMI's 2 day conflict resolution training intervention

"Managing Conflicts & Building Relationship"

is specially designed to help **YOU** deal with **environmental demands**. It aims to create an **awareness** to **understand** the **negative implication** of **conflicts** on **performance, productivity** and **team/family dynamics**.

The **EXPERIENTIAL APPROACH** backed with **psychological methodologies** enables **individuals** with **Emotional Quotient techniques** to handle conflicts effectively. Also to develop and **foster positive productive environments**.

FOCUS of the Training

BENEFITS of the Training

Mirror -Mirror

A Self Reflection exercise through the use of psychometrics

Logic and Emotion

Respond to the problem, not the person.
Respond Vs React

People Strategy

Learn success strategies to deal with conflicting people for success outcomes

Talk Their Language

Flex your communication style to adapt to the personality type

Intra-View

Understand different personality types and analyze conflict areas

Task or People

Optimum ratio of Task to People Management for Effective Results

- **RECOGNISE** that conflict can be both positive and negative
- **UNDERSTAND** to effectively deal with difficult personalities
- **REGULATE** Stress and Emotions For successful Conflict Resolution
- **ANALYZE** different conflict resolution styles for different situations/people
- **KNOW** Communication styles of different personalities for better work effectiveness
- **IMPROVE** teamwork and collaboration to optimise individual performance and morale
- **CONSTRUCTIVE** approaches for conflict resolution and creating effective team relationships
- **CREATE** an awareness on the Emotional Quotient to develop interpersonal relationships
- **APPRECIATE** the importance of inter-cultural and inter-personal dynamics to turn Conflict into Collaboration



OSCAR MURPHY LIFE STRATEGISTS PVT LTD

Presents

POWER UP

your

EMOTIONAL INTELLIGENCE



On a Journey to Empower your Self & Others

To get anything of any scale done, you need to **work with people** – team members, your boss, clients, and others who contribute to the overall achievement of organizational objectives.

This means that you need to **think** about **other people's needs** and motivations. It also means that you need to **communicate** with them **well**, in a variety of situations. Those who have **strong emotional intelligence** are good at **understanding and interacting** with other people. They are skilled at **assessing the emotions, motivations, desires and intentions** of those around them and of themselves.

Emotional intelligence helps individuals **gauge how others feel**, and **shape their actions, behaviors and responses** to fit those of others.

Influential Emotional Intelligence means making a **significant change** to the **way** that you **see yourself in relation to others**, and to the **way** that **you interact** with them. If you want to get ahead, and make the most of the opportunities available to you, it is **not good enough** just to have excellent technical, functional, or administrative skills! **Only when you have good emotional intelligence can you truly experience optimal performance success.**

OMI's Approach

Oscar Murphy has customized a 2 day insightful intervention “Power Up your Emotional Intelligence” that aims to strengthen these core areas:

1. **Self Management** – understand **your own reactions and emotions**.
2. **Cooperative Communication** – learn how to **express yourself**; and **listening** carefully to what others have to say.
3. **Emotional Awareness** – understanding **other people's needs, empathizing** in the right sense in order to add value to your work and that of others.

Two powerful psychometric assessments are also incorporated as part of this intervention to give you an edge in understanding your **personality style & motivational drives** and learn how to flex your style for **greater team cohesion and collaboration**.

Key objectives are driven by **addressing** the root cause of **diehard Habits, glue like Mindsets and concrete-wall like Attitudes** to help people **understand** the **behavioural patterns** that can hinder effectiveness at work.

Behavioural activities, case studies, role plays and psychometric assessments will **enrich and enhance** participants' **skills** to **enable** them **respond/communicate** with a greater awareness and **create enduring relationships** with **internal customers**.

“Success or failure in any job is essentially a matter of human relationships. It is a matter of, the kind of reaction to us by our customers, employees, employers, fellow workers, and associates. If this reaction is favorable, we are quite likely to succeed. If the reaction is unfavorable, we are doomed”

BENEFITS OF THE INTERVENTION

After the training intervention, participants will be able to

- **Improve workplace dialogue** by being courteous and professional
- Enhance the **quality of interpersonal dynamics** with **internal customers**
- **Enhance listening skills** and **provide information effectively** to stakeholders
- **Identify personal communication preference** and **flex** based on **listener's preference**
- Create **productive outcomes** by gaining **sensitivity towards people and their needs**
- Understand that **every individual** is critical to the organization and **needs to be respected and regarded**
- Create an **action plan** to **enhance communication skills** at work
- Build an **atmosphere of approachability** by modeling **positive behaviours**
- Choose the right words to **express** information **comprehensibly**
- **Gain credibility** by **sharing information** with **humility**
- Create a **positive influence** on others and **gain respect** while sharing knowledge

FOCUS OF THE INTERVENTION

Self Management

Reading Emotions and Learning to Control Your Own Reactions

- **Mindsets, Attitudes and Behaviours** that **hinder interpersonal effectiveness**
- **Managing Self-esteem:** Yours and Others'
- Realize the **gap** between the present state and the ideal state of **Collaborative Effectiveness**
- **Recognize** and **Learn** to *THINK, ACT & FEEL* differently

Co-operative Communication

Communicating With People – Not Just to Them

- Being clear about **why** you're communicating
- Being clear about **what** you're communicating
- **Listen** and **respond** to demonstrate a **spirit of co-operation**
- Driving **operational excellence** by sharing information comprehensibly
- Being aware of **non-verbal signals**

Interpersonal awareness

Understanding Emotions in the Workplace

- **Respect people's roles, capabilities and differences**
- **Empathize with others** and elevate self and others
- **Gain sensitivity** towards peoples' needs
- Fostering a culture of **support, respect** and **approachability**

Gaining Communication Excellence

Communication styles that work

- Understand **communication patterns** of self and others
- Use the **communication pattern** that is **most effective** based on the **situation**
- Build and maintain **productive relationships** through **personal approach**

Presents



Grow
Accomplish
Improve
NEGOTIATION
SKILLS

A 2 day insightful, thought-stimulating session enabling participants GAIN an insight into their negotiating strengths and limitations to close a negotiation with a positive agreement.

DON'T EXPECT PEOPLE TO GIVE YOU WHAT YOU WANT, BUT LEARN TO NEGOTIATE TO GET WHAT YOU NEED.

The ability to negotiate strong agreements and understandings is among today's most **valuable competency**. A successful negotiator knows the importance of **finding the right balance** between **accomplishing objectives**, **nurturing** and **building relationships** with clients/suppliers for long-term mutual benefits. However, many people have difficulty striking this balance. That's why there is a need to understand, value and exercise good negotiation skills.

OMI's Approach

Empowering, Engaging, Energising... OMI's hands-on 2 day **GAINS** – **G**row, **A**ccomplish, **I**mprove **N**egotiation **S**kills Training Programme will enable your people to gain an insight into their negotiating strengths and weaknesses.

It will help them learn how to structure their own strategic and tactical negotiating "master plan", and practice negotiating skills using real life, real time scenarios. This will help them *sharpen their skills, enhance job performance, deal-making skills, and enhance the bottom line performance.*

FOCUS of the Programme

■ Understanding Negotiation Outcomes

Know where you may end up before you begin is critical to planning any negotiation. In this introductory discussion, participants will learn about negotiation outcomes, **evaluate live cases** to determine possibilities to achieve winning outcomes.

■ Negotiation with Different Types of People to Collaborate

Identify own behavioral styles, the styles of their peers/coworkers, subordinates, seniors, or customers, and discover how to adjust for better negotiations.

■ Understanding the 'When' and 'Where' of Negotiation

Negotiation over the telephone is different from negotiation in person. An unexpected negotiation is different from one that has been carefully planned. Participants will learn how to use time and space constraints to their maximum advantage.

■ Show What You Know: Practice Negotiation and Action Plan

The program includes negotiation simulations where participants have an opportunity to practice and reinforce skills learned throughout the program.

BENIFITS of the Programme

- Increase **personal effectiveness** when negotiating and influencing to create a **Win- Win** outcomes
- Examine the impact of their preferences in the way **they negotiate, persuade and influence others**
- **Discover** each party's 'hot button' issues, and ensure they are addressed and satisfied
- **Apply effective questioning** skills to determine **concerns, needs and priorities** of their team
- Increase satisfaction through team **consensus** and work towards achieving **positive outcomes**
- Understand the **connection** between **emotional intelligence** and develop the unique ability to influence and enhance **performance effectiveness**

Presents

PEAKS

Personal Effectiveness Attitudes, Knowledge & Skills

Enhance Your **S C O P E** *To Succeed*



OMI's PEAKS – Personal Effectiveness Attitudes, Knowledge & Skills

Managing oneself at work defines their **personal effectiveness**, and is a **prerequisite** to **outstanding performance** – whatever their level of seniority. Building **self-awareness**, identifying areas where one can **maximize** the **contribution**, gaining access to **key skills** and **techniques** – all are critical to improving the performance graph.

Understanding yourself and the day-to-day **choices you make**, impact your **accomplishments** and interactions with others. **Personal Effectiveness** helps in acquiring skills for **improving confidence**, **team building** and **communication** to achieve goals that will result in growth, change and increased effectiveness.

OMI's Scientific Approach

OMI's unique approach of **Inside-out Training** addresses the root-cause of **diehard Habits**, **glue like Mindsets** and **concrete-wall like Attitudes** to help individuals **move from where they are to where they want to be**.

The experiential learning **through behavioural activities**, **case studies**, **role plays** and **psychometric assessment** will **enrich** and **enhance** participants' **skills** to **enable** them **respond to** and **create the right impact with people**. The workshop aims to **Build Mentally Strong**, **Skilled** and **Knowledgeable individuals** with the **right Attitudes** to enable them **succeed** in their **professional** and **personal endeavours**.

Focus of The Intervention

“Get going. Move forward. Aim High. Plan a takeoff. Don't just sit on the runway and hope someone will come along and push the airplane. It simply won't happen. Change your attitude and gain some altitude. Believe me, you'll love it up here.”

— Donald Trump

Enhancement of Self - Image

- How to make a **positive personal impact**
- Recognize & **Plan to work** around **personal strengths**
- **Self-Analysis** for **optimum performance**
- Understand the importance of **aligning personal & work values**

Interpersonal Intelligence

- Discover how to work effectively with **diverse people**
- **Enhance communication** and **inter-personal relationships**
- Learn techniques to achieve team synergy
- Discover the art of creating an **energetic environment** around self

Being StresSmart

- **Eustress vs. Distress**
- **Coping with stress constructively**
- Discover the **mind-body connection** to counter change and stress

Winning Communications

- **Inspiring** by **flexing & adapting** oneself to the others preferences
- Paying Attention to **Verbal** and **Nonverbal** cues
- Avoiding **Communication Breakdowns**

Benefits of The Intervention

Participants will leave the program with fresh perspectives and will be able to:

- ✓ Get to **“know their mind”** and **“shape it for better”** results
- ✓ **Unlock the hidden potential** and enhance self-image
- ✓ Flex their style when dealing **with different personalities**
- ✓ Cultivate **self-esteem**, **self-confidence** and **self direction**
- ✓ Break ineffective habits to **create positive results**
- ✓ Create a **“Personal Brand”** for success
- ✓ Step out onto the edge and lean into **situations with confidence**

Presents



Inspirational Leadership

Inspire Confidence & Create A Productive Atmosphere with Positive Attitude

What is the most important qualification of a good leader — extensive education, an impressive resume, plenty of charisma or a handful of certifications? Surprisingly, all of these qualities, while significant, pale in comparison to the one thing no leader should be without — **a positive attitude**.

A **positive attitude** is a frame of mind – our perspective as leaders has much to do with how we engage and deal with challenges.

Attitudes cause a chain reaction. By understanding how important one's mood and **reaction at workplace** are and by taking steps to **remain an upbeat leader**, one can propel their team on a **positive path to success**. As a people leader, one's optimism affects the entire team, the team's attitude affects the customers or stakeholders, and this ultimately impacts the business and bottom line.

Thus it becomes very important for today's leaders to **adopt a Positive attitude** and become **Inspirational Leaders** in the organisation.

OMI's Scientific Approach

OMI has customised a 2-day intervention program for the leaders – "*Inspirational Leadership*". The program aims to:

- Enable leaders to develop their **positive leadership skills**, to **realise their potential** and their ability to **innovate themselves** and their teams. This is in order to maximise work **commitment**, sense of **enthusiasm** and **operational effectiveness**.
- Develop personal mastery by becoming more aware of **strengths**, **positive emotions**, foundations of **motivation** and **commitment**, and **enhance their relationships at work**.
- Discover and practice the use of **positive drivers** to help participants' teams overcome current and future challenges.



Focus of the Intervention



The Confident Leader

- Having a **positive attitude** while performing day –to- day tasks
- Gaining a high level of **confidence in executing tasks** individually as well with the team
- Living each day as it comes
- **Planning and prioritising** resources accordingly to work effectively

Going Ahead – The Optimistic Way

- Learning to have a **strong belief in self**
- Spreading **positive energy** and **creating an energy system**
- **Valuing** and **celebrating small successes**
- Inculcating an **Optimistic Attitude** for Inspirational leadership
- **Meeting the set objectives** to gain greater **success**

Inspirational Leadership

Problem – Solver or Solution – Provider?

- Approaching problem as a **challenge**, and resolve it efficiently
- **Taking ownership and accountability** in times of crisis
- **Practical implementation** of acquired **skills**
- Developing a **constructive solutions** to complex problems

The Inspirational Leader – A Role Model

- **Treating people with value and respect**
- **Encouraging individual talents** and **nurturing** them
- **Communicating** with a positive attitude
- Exhibiting the personality of an Inspirational Leader – **inspire your team**



Benefits of the Intervention

After the intervention participants will be able to:

- Explore character strengths of self and others, mobilize them in the teams
- Gain a **positive mind-set** and the ability to **generate positive energy**
- Evolve into an **Inspirational Leader** with **positive attitude**
- **Communicate and Inspire** to UPLIFT their team
- Address **performance gaps** EASILY and POSITIVELY
- Learn the importance of **positive emotions** in business settings
- Carry off the **body language** of a Inspirational Leader
- Understand the **power of emotions** and managing them in the work environment
- Gain the courage to **navigate through change initiatives**
- Learn how to create the connections one needs to **influence the future**
- Understand and implement the **power of reciprocity**

U

A

A

I

Unmasking Attitudes At Interviews



A 3 day Insightful, Interactive & Practical

Ready for Selection Revolution?

Right recruitment & development process is a strategic necessity and gives a **competitive advantage** to dynamic organizations. Research indicates that more than 60% of challenges that hinder organizational growth are attributed to **People**. One of the universal problems that often top the list is selecting the **right person for the right job**.

It is the critical responsibility of the Recruitment team in an organization to bring about a **positive transformation in selection process**.

The common challenges faced by today's Head Hunters are:

- Attracting right people
- Identifying the bright sparks and “weeding out” the under performers
- Identifying a dependable workforce.

Unmasking the attitudes during the interviewing process is however an all-time tall order, as people mask their behaviors; more so during interviews. It is a common practice during the interview to hide the **glue-like Mindsets, die-hard Habits** and **concrete-wall-like Attitudes**. The prospects **tell you what you like to hear and there lies the problem**. Therefore, the right way is a **holistic screening approach** to understand the candidate's **KASH – Knowledge, Attitudes, Skills, & Habits**.

OMI's Scientific Approach

OMI's 3 day scientific UAAI intervention incorporates powerful objective techniques ranging from a **Battery of assessments, experiential activities, case presentations, group discussions, role plays and practice sessions to enable participants test their learning, 'L i v e' case analysis to sharpen interviewing skills & more...**

The scientific methodology provides significant insights into the individual's key **attitudes, thinking styles, core competencies and personality patterns assisting organizations in achieving Maximal growth and Optimal performance**.

Finding the **Right person for the Right job** is a difficult choice to make unless one knows the inner mind of the candidate. To enhance human optimization, save valuable resources and reduce attrition, the organizations need to tackle the root cause, which is nothing but **ATTITUDE!**

Attitude is the most crucial component that acts as a **driving force**, which **motivates** an **individual** to **channel** his/her **knowledge** and skills in the **right direction**.

The Question is HOW?

“Hiring for Attitude” having assumed high importance, objective tools for measurement are now widely used.

It is the responsibility of the recruitment team to be up-to-date with the latest trends to unmask the **Behaviors, Attitudes & Thinking** which directly **impacts** and **drives** the organization towards **Optimal Performance for better productivity**.

Discuss & Discover the **ART** of **U A A I**

- ✓ How to **read an application or resume for attitudes**?
- ✓ How to prepare for telephonic / face-to-face Interviews?
- ✓ How to **listen for attitudes**?
- ✓ How to **PROBE** and clarify behaviours to arrive at attitudes?
- ✓ How to link past indicators to current and future scenarios?
- ✓ How to individualize **attitudinal questions** to suit the specific candidate?
- ✓ How to **link attitudes to job descriptions**, roles and responsibilities?
- ✓ How to gauge innate values of a candidate?

- ✓ How to understand objectively, the **strengths** and limitations of the candidate?
- ✓ How to understand attitudes of candidates during group discussions?
- ✓ How to flex your interview style depending on the candidate and the nature of job?
- ✓ How to apply key Psychometric measurements to analyse masked attitudes?
- ✓ How to read the 8 Behavioural competencies like Ownership, Bias for Action, Collaboration, Adaptability, Result Orientation, Customer centricity, Analytical Thinking, Challenging Status Quo?
- ✓ How to take effective Notes while interviewing?

The Objective Process to Recruit, Develop & Retain **RIGHT**

- ✓ STRUCTURED INTERVIEWING
 - What is Structured Behavioural Interviewing?
 - Features of Structured Behavioural Interview
- ✓ IDENTIFYING THE BEHAVIOURS
 - What will you be looking for?
 - What behaviour evidence do you need to gather
- ✓ RECOGNISING COMPLETE RESPONSES
 - Seeking complete behavioural responses (STAR Technique)
- ✓ CONDUCTING BEHAVIOURAL INTERVIEWS
 - How do you gather behavioural evidence?

- ✓ DOCUMENTING RESPONSES
 - What kind of Notes do you take and what do you do with them
 - Note-taking tips and techniques
- ✓ ASSESSING AND RATING
 - You have your notes, what do you do now?
 - How do you determine the actual rating?
 - Avoiding common rating errors
- ✓ PROBING DURING THE INTERVIEW
 - Probing for the answers you need
 - Technique for identifying complete behavioural responses

OMI's **METHODOLOGIES**

A mix of delivery styles

We begin with sharing expertise, experiences, tools & frameworks in novel and useful ways as well as facilitating and dealing with issues as and when they arise. The gamut of **high energy, insightful, methodologies** are :-

Experiential Activities

Thought provoking behavioural activities that bring out specific work - related challenges of the participants.

Intensive Group Discussions

Participants analyze the current trends and challenges they face within their businesses and markets.

Behavioral Case Studies

The intervention built on real-life scenarios to bring about desired learning.

Simulated Role Plays

Sets active simulated environments to facilitate learning where the participants observe their own behaviours.

Awareness to Action

Better insights into one's strengths, communication styles, knowledge of techniques and tips for easy implementation of learning.



OSCAR MURPHY LIFE STRATEGISTS

Presents

THE VALUE EXPERIENCE

... Creating Brand Presence At Interviews



An Insightful and Experiential Train-The-Trainer Programme

THE VALUE EXPERIENCE

.... **Creating Brand Presence At Interviews**

Successful organisations have embedded within them a **strong organisational culture** — making them quite unique. And the culture of a successful company **mirrors in its mission** and core **values**. These core values need to be integrated not only into organisational processes, but also need to be projected the same in every **people-related-process**.

Thereby, it is quite essential for any **business** to ensure that everyone, in any capacity, who comes in contact with the organisation **derives value in each interaction**.

As the organisation's **Brand Ambassadors**, the business leaders need to reinforce the organisational brand in one of the substantial opportunity - **The Interview process**, through their behaviour.

Organisations have the ability to **create an experience** that helps candidates **connect** with the organisation. This **"experience"** that organisations are trying to create has been labeled as the **candidate experience**.

Making the hiring process **intuitive**, **informative** and **collaborative** will let candidates know the type of organization you are and that you are sincere about creating a great work environment.

OSCAR MURPHY LIFE STRATEGISTS has customised a unique programme called **"THE VALUE EXPERIENCE"**, which facilitates the participants to **redefine their approach** of the entire interview process and actively **reflect** their organisational **standards** and **values** in the same.



Pre-Training Activity

Participants will be provided with a pre-training activity (Introspective Questionnaire, Reading Material and the like), which will be taken forward in an open discussion during the Training

Facilitation Programme

A Train-the-Trainer Facilitation Programme: The Value Experience

Participant Takeaways

Participant Handout cum Trainer's Manual

THE VALUE EXPERIENCE

.... Creating Brand Presence At Interviews

Building the Value-Creator Mindset

- Value-claiming vs Value-creation
- Introspect, Realise and Analyse the Value-path
- Breaking away from stereotypes
- Taking ownership of the process
- Holding an explicit approach to interview-related information

Creating Credibility for Organisational Branding

- Reflecting the organisation's communication style and behaviour
- Promoting the organisation's culture prominently in the interview space
- Exuding an environment of high collaboration
- Communicating Right with unsuccessful candidates

COURSE CONTENT

Interview: From "Process" to "Experience"

- Transforming the interview into an experience for the candidate
- Valuing the candidate – as an individual, for his time, for his experience
- The 5Cs of building candidate experience - *Comfort, Connect, Commit, Conversation & Close*
- Practicing two-way feedback during interviews

Impression Management and Professional Image

- Creating a positive professional image
- Impression management strategies – appearance, demeanor etc
- The balancing act—building credibility while maintaining authenticity
- Monitoring behavior of self and the candidate
- Significance of being an intellectual resource to the candidate

COURSE CONTENT

At the end of this programme, participants will be equipped with the knowledge to:

- ✓ Understand the significance of creating "candidate experience" in interviews
- ✓ Gain an attitude towards developing curiosity and generosity in information sharing
- ✓ Create a personal touch to the interviewing experience
- ✓ Develop the clarity between conducting effective interview conversations and traditional 'interrogation' methods
- ✓ Learn communication strategies to make the interview a rewarding experience, irrelevant of the outcome

COURSE BENEFITS



TRAIN THE TRAINER

A Foundation Program



Presented By,



OSCAR MURPHY LIFE STRATEGISTS PVT LTD

OMi TTT
Training Facilitation

Learn the art of taking a **Facilitative Approach** to your training and effectively create a learning environment to maximise your learner engagement.

Effective learning - engagement depends on the quality of a holistic training experience. A well designed course alone does not guarantee an effective training. An **inspirational trainer** is the one who **facilitates learning** with a deep **knowledge of the content**, an **understanding of how adults learn**, and **create a repertoire of activities**.

A **holistic approach** such as this **fuels learning transformations** and **creates lasting impressions** that **ensures effective transfer of learning**.

Unlike the routine off-the-shelf training, facilitation is about:

- **guiding the audience** through a process of learning that involves **intellectual stimulation & self reflection**
- arriving at **implementation techniques**, developing **performance strategies** and
- inducing an **ownership for change**.

All the Delegates will have a presentation session coupled with facilitator Feedback

The **4 day practical, dynamic, and interactive Training Facilitation Skills** intervention enables **YOU** to revolutionize your training styles by examining your current approach through a holistic perspective.

The intensive **workshop** includes well researched **content, practical components, high participatory activities** and **group discussions** that reflect various *thought perspectives, competitive group collaboration* and *knowledge retention exercises*.



OMi's METHODOLOGIES

A mix of delivery styles

We begin with sharing expertise, experiences, tools & frameworks in novel and useful ways as well as facilitating and dealing with issues as and when they arise. The gamut of **high energy, insightful, methodologies** are :-

Experiential Activities

Thought provoking behavioural activities that bring out specific work - related challenges of the participants.

Intensive Group Discussions

Participants analyze the current trends and challenges they face within their businesses and markets.

Behavioral Case Studies

The intervention built on real-life scenarios to bring about desired learning.

Simulated Role Plays

Sets active simulated environments to facilitate learning where the participants observe their own behaviours.

Awareness to Action

Better insights into one's strengths, communication styles, knowledge of techniques and tips for easy implementation of learning.

DAY 1
Strategies for Enhanced Learning

- The Art & Science of facilitating an intervention
- The different needs of visual, auditory and kinesthetic learners - Multiple Intelligences & learning processes
- Different Learning Styles and Barriers of Learning

Brain-Compatible Training Techniques

- Understanding Learning Styles - Who Are My Learners?
- Whole Brain Learning Theory
- The significance of EQ and IQ factors in facilitation
- Brain energizers

Creating a Favourable Presentation Environment

- How the environment impacts learning
- Elements of a positive, stimulating environment
- Important factors to be considered while choosing a venue.
- Establishing a positive learning environment for enhancing optimal learning potential

DAY 3
Training Delivery Vs Training Facilitation

- Imparting learning Vs Engaging learning
- Facilitation Principles to induce ownership
- Facilitating Activities - Adapting an Activity that creates energy
- Establishing and maintaining credibility to maximize transfer of learning

Attention vs. Retention

- Adapting to Group Dynamics and managing group's energy
- Resolving Learner Behaviour Problems
- How Will I Influence the change Within? - Strategies for Knowledge Retention

DAY 2
Presenting with Voice & Body Language

- Assessing and strengthening voice
- Using your voice for maximum impact
- Creating "stage presence"
- Mastering the Power Of Expression

Presentations that create Value

- Techniques of drama to make that winning impact on your audience
- Communication effectiveness (verbal, non-verbal, active listening, giving instructions, effective questioning and feedback)
- Impact With The The Right "W o r d" & Audio - Visual Aids

Handling "Difficult" participants with ease

- Techniques for effectively dealing with the most common types
- Managing and stimulating Learners
- Keeping your participants alert, engaged, open and relaxed

DAY 4
Video Recording as Self Assessment

Video-recording of the presentations is suggested for the following reasons:

1. To understand their styles and to **receive multiple feedback** from **varied sources** that would enrich their learning experience
2. During this process, participants' presentations will be evaluated simultaneously by the Facilitators. This helps the participants to **gain multiple perspectives** and **bring the learning to practice**
3. The participants get to **observe** and **assess** their own **training practices**. The presentation recordings will serve as an aid for **personal practice** after the completion of the Training Programme

Presents

STARS

Strategic Thinking Attitudes for Results & Success

Growing Your Team and Their Results through Effective Sales & Distributors Management



Developing the
Right Attitude to
Achieve the Peak
Performance

Successful business demands **synergy** from **all stakeholders, including your dealers**. Easy said than done, but definitely **possible** when sales personnel at all levels rethink and reframe what they want to accomplish and how they want to strategically achieve it.

Businesses leverage on dealers for better sales and customer satisfaction for continued business. But, it can be **challenging** to **drive the right dealer performance** in a way that **aligns** their sales abilities with the **organization's long-term strategies**.

So how do sales people **motivate dealers** to **act in accordance** with the **organization strategy**?

How do they **manage** and **execute** to do what is in their **best interest** as well as the organization's?

In order to achieve this, the sales executives need to gain a holistic insight into **Self, People** and **Performance management**. Such comprehensive outlook eventually leads to overall **Organisational upliftment**.

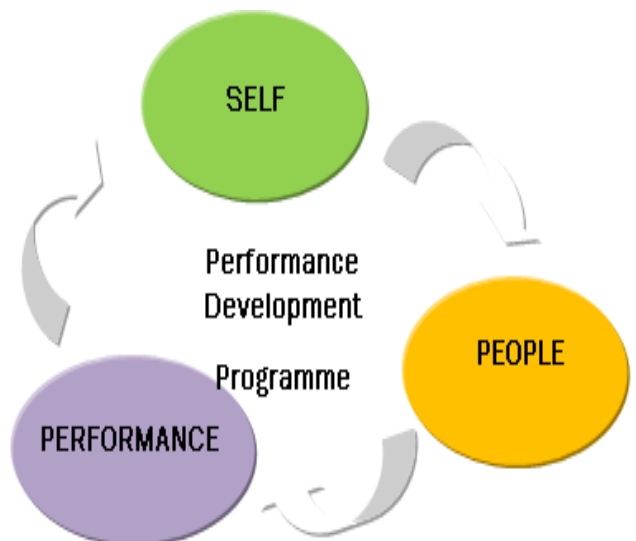
Oscar Murphy has specially customised a 2-day thought provoking & stimulating training intervention, STARS - **driving the right outcomes** by helping your sales team to optimize the relationship with the dealers by maximizing people & process potential.

OMi's APPROACH TO THE TRAINING

Oscar Murphy has customized a scientific inside-out approach to enable the participants examine their roles through experiential activities, team exercises, and case discussions. The sessions are coupled with psychometric assessments which will help participants understand how to **drive the right behaviours** from **within, from the team** and **from the dealers**.

The **objective** of "STARS" is to trigger the **Potential, Passion** and **Fire** to create a drive among sales team to **Think away from the Routine, Think Business** and **Think Strategy**.

Also it unveils to them how to **intensely engage** and inspire their internal team and **dealers** to **drive performance** using the time-tested principles of psychology and **impact the dealers with the right way of communication**.



STARS

Strategic Thinking Attitudes for Results & Success

FOCUS AND BENEFITS OF THE TRAINING INTERVENTION

Managing Self

- Learn the keys to effective **self management** for efficient **stakeholder management** to improve efficiency
- Understand **mindsets** and **habits** as a **barrier** for effective **performance outcomes**
- Develop a **dealer - centric approach** through positive change in attitude and behavior
- **Stimulate** and **optimize** the dealer performance and **develop a spirit of co-operation**
- Understand the importance of **effective implementation of plans**
- **Create standards of excellence** and set an example for others to follow
- Move away from routine thinking and **act as change catalysts** for better results

Managing People

- **Develop people skills** and the ability to **communicate** and **influence** team, and dealers
- Gauge dealer's **motivational drives**, **convince** and **connect** with them accordingly
- Deal with **average performing dealers** with a better understanding of their Behaviour, Attitude and Thinking
- **Delegate responsibility** to instil ownership in the team to **value add** to the **existing business**
- **Adapt a personalized approach** to **resolve conflicts with dealers**
- **Create win-win situations** by gaining sensitivity towards people while **avoiding interpersonal conflicts**
- **Handling Different & Difficult Dealers**
- **Analyze self-limiting behavior patterns**, that can hinder the effort towards performance progress
- **Modify** your approach to be more **considerate** with dealers

Managing Performance

- Effectively imbibe **perseverance** to drive, accelerate and stabilize growth with **immediate action**
- Foster a sense of **accountability** and **responsibility** for **results** and **optimize resources**
- **Achieve high performance** and **optimum business results** through a behaviorally enriched **personalized and scientific sales approach**
- Increase **commitment**, **integrity**, **collaborative efforts** and **improve profitability** by **reducing waste**
- **Build rapport** for sustaining dealer allegiance
- Learn how to satisfactorily **guide** and **negotiate** with the dealers to **influence**, **impact** and **strengthen relationships**
- The importance of keeping abreast of business, industry and market information that **maximize business opportunities**



OSCAR MURPHY LIFE STRATEGISTS

P r e s e n t s

Creating a

RESPECTFUL WORK PLACE

RESPECT the glue that hold the team and the organization together.

In today's dynamic business world, when five different generations are working together, often organizations name 'respect' among their top ten values and lack of it as one of their main aversion.

Codes of conduct implore people to treat others respectfully but the sad part is, many people just don't seem to know how.

Lack of respect creates havoc at work. It fuels resentments, poisons experience of work, robs the vitality and feelings of self-worth, kills-off trust, ruins relationships and corrodes productivity.

Along with trust, **respect** is one of the twin currencies of team work. It's critical for constructive relationships, strengthens team spirit and fosters a healthy work environment.

At the root of it, **respect** is a set of *learned behaviours*, stemming from *deeply embedded emotional and thinking patterns*. It is an **attitude** - a state of mind that translates into ways of saying and doing one can learn, though these don't always come naturally.

Creating a RESPECTFUL WORKPLACE is an insightful training program that enable participants to explore what *respect means at work*, the *impact of positive actions and interactions* and *techniques* that translate into more respecting and successful behaviours at work.

The major elements of **Creating a RESPECTFUL WORKPLACE** are communication quotient, appreciation for diversity and acceptance of difference.



APPROACH for

Creating a

RESPECTFUL WORK PLACE

To enable participants *improvise their performance capabilities and strengthen the team bond*, Oscar Murphy has customized a 2 day experiential and stimulating intervention.

The **scientifically designed**, energizing activities offer new insights to adapt to **positive behavioural choices**. It encompasses a wide range of techniques and tools, with the definitive aim of reprogramming **diehard Habits**, **glue like Mindsets** and **concrete-wall like Attitudes** of your people.

The reflective sessions are specifically designed to enable the participants **come together from various background, experience and expertise to understand the importance of building a respectful work place**.

It provides an **objective platform** for participants to hone their skills by **continuous learning** and **aligning** their **Behaviour, Attitude and Thinking for Self, & Team Effectiveness**.

Two powerful *psychometric assessments* are incorporated in the program which will help the participants to understand and learn the language of different personality styles and how one can flex one's own style

PEDAGOGY

Experiential Activities

Thought provoking behavioral activities that bring out specific work related challenges of the participants

Intensive Group Discussions

Participants analyze the current trends and challenges they face within their roles and responsibilities.

Simulated Role Plays

Sets active simulated environments to facilitate learning where the participants observe their own behaviors.

Awareness To Action

Better insights into one's strengths, communication styles, knowledge of techniques and tips for easy implementation of learning.

FOCUS

- **Understand different personalities:** Gain a scientific insight into different personality styles
- **Identify Spot-Fires of Disrespect:** Objectively recognise the inappropriate behaviours experienced at the work place; identify root-causes, dynamics and impact of disrespect
- **Effects of Disrespect:** Uncover the difference between Perception versus Reality
- **Personal Actions:** Take ownership of one's personal conduct and action steps to overcome unconscious bias
- **Task Master Vs. People Master:** Balance Emotional Quotient and Intelligence Quotient at work
- **Team Responsibility:** Learn to nurture 'Attitudes' that perpetuate respect *for all, by all* by valuing diversity



Trust Each Other

Valuing Diversity



Respect for All

Celebrate Success



Foster Relation

Share & Care



Team Spirit

Be Responsible

Communicate to Connect



Accept Difference

BENEFITS

- Understand the importance of **building a respectful workplace**
- Identify **consequences of non-respect** and its impact on self, team and the organization
- Recognise how to **flex your communication with different personality** to connect better
- Gain an insight into the **appropriate respectful behaviour** with different gender, age group or ethnicity
- Learn to take **positive steps to create a culture of team spirit** based on mutual respect, trust, openness
- Proactively **evaluate behaviour when interacting with others**
- Learn to **constructively confront disrespectful behaviour**



OSCAR MURPHY LIFE STRATEGISTS

P r e s e n t s



Handling

CRITICAL CONVERSATION

at Work

Reach Out | Respond | Resolve

Handling CRITICAL CONVERSATION at Work

Reach Out | Respond | Resolve

Difficult conversations are a fact of life in any workplace, whether it is delivering difficult performance feedback, communicating change or discussing non accepting behavioural issues...

and often become a cause of pressure and discomfort on managers.

Many managers go into difficult conversation with very good intention, but often make mistake of prolonging, overlooking, or intensifying the problem, rather than restricting or resolving it.

To equip **Managers and Senior Managers** to nurture themselves and be **proficient in handling the challenging and critical conversations at work**, **Oscar Murphy** has designed an indigenous 2 day training programme namely **Handling CRITICAL CONVERSATION at Work** enabling Managers and Senior Managers to stay in control of the situations and emotions and to act appropriate.

The insightful and interactive training aims to make them a Strong Leader who knows *when* and *how* to step up and do what needs to be done.

During the training **Manager/Senior Manager** will discover the secrets that great leaders throughout the years have used to **navigate even the most difficult conversations**.

The sessions will give insights on how to:

- **study/examine the situation** with care; and converse with composure
- **choose appropriate word, tone, and body language** and **flex your approach with different people** by varying in their thoughts, emotions, and actions
- **conduct tough, awkward, and challenging conversations** with confidence and ease
- be **compassionate** while maintaining a **strong, positive, assertive leadership stance**
- **conclude conversations** with a **solid action plan for going forward**

CONTENT

OMI's METHODOLOGIES

A mix of delivery styles

We begin with sharing expertise, experiences, tools & frameworks in novel and useful ways as well as facilitating & dealing with issues as & when they arise. The gamut of **high energy, insightful, methodologies** are :-

Experiential Activities

Thought provoking behavioural activities that bring out specific work - related challenges of the participants.

Intensive Group Discussions

Participants analyze the current trends and challenges they face within their businesses and markets.

Behavioral Case Studies

The intervention built on real-life scenarios to bring about desired learning.

Simulated Role Plays

Sets active simulated environments to facilitate learning where the participants observe their own behaviours.

Psychometric Assessments

Better insights into one's strengths, communication styles, knowledge of techniques and tips for easy implementation of learning.

Handling CRITICAL CONVERSATION at Work

Reach Out | Respond | Resolve

The 2-day session will mainly focus on the following major elements of the key concepts ideally. However, to cater to the needs of specific challenges faced by the Managers and Senior Managers and enable them to implementation the learning - Coaching by Experts Consultant is highly recommended.

The Preparation

- **Examine the situation** – analyzing not paralyzing
- **Prepare for the conversation** — pre work one needs to do
- **Recognize the objective** – know your ideal outcome beforehand
- Establish the **conversation agenda**
- **Identify and overcome assumptions** you bring to the table
- **Prepare for challenging conversations** without over thinking them

What, When, and Why

- **Know** if you are **oversimplifying** or **underestimating the problem**
- **Understand the perils of delay** — when putting off a conversation makes things worse and key actions to take instead
- **Know and avoid the consequences of a poorly executed conversation:** demoralizing, confusing, aggravating, ineffective
- Know your own **communication pattern and its impact** at and off work

Dealing With Emotions

- How to **respond to emotionally charged reactions;** including anger, frustration, disappointment, embarrassment, denial, defensiveness, stonewalling, threatening, lying, silence, crying, and more
- **Understand the people** around you – knowing the personality traits, characteristic, motivational drives, communication pattern of self and others
- Learn the **key to flex your approach with various people**, instead of, adopting 'one size fits all' method
- **Handling hot buttons** — yours and theirs
- **Aggressive, passive-aggressive, and passive people:** what you need to know about each
- **Understand stress level, emotions and non-verbal communications** of self and others
- **Attitude check** — how to remain objective at all times

Accomplish Tricky Conversations

- Master the **Manager's Conversation Model** — (IGROW) a step-by-step process for walking through any tough discussion
- **Effective opening**, creating a **distraction-free, positive atmosphere** for dialogue
- **The Right Tone;** knowing not just what you say that matters — it's how you say it
- **The Fact Finding** - ensuring you're getting all the facts right
- **Listening** with the intention to understand
- Reading the clue - **The body language**
- **Preventing conversation breakdown**
- Techniques for getting people to open up about their needs, issues, and concerns
- **Setting the expectations** - clear and comprehensible
- **Accountability** — deciding next steps and crafting a detailed follow-up plan

FOCUS AREA

The benefit of Handling CRITICAL CONVERSATION at Work

Managerial Team

- ✓ Identify any **potential behavioural or attitudinal problems**
- ✓ **Boost confidence** to handle self & others better
- ✓ Be **effective communicators**
- ✓ Nurture the **empathy** and **sensitivity quotient** in self
- ✓ **Build credibility** among seniors, peers, and juniors

The Organization

- ✓ **Handle disciplinary issues;** grievances or employment tribunals
- ✓ Proactively **avoids damage** to **company reputation**
- ✓ **Keep a check** on *loss of morale, attrition, missed targets, greater stress and even missed opportunities*
- ✓ **Enhance Organizational culture** by retaining, developing right talent pool

BENEFITS



OSCAR MURPHY LIFE STRATEGISTS

P r e s e n t s



MANAGE RIGHT

Right from the Beginning

A Workshop for First Time Managers

“My transition from an individual performer to a team leader is proving to be a difficult one. Besides my own work, I’m now expected to manage the tasks, deadlines and work quality of the entire team, all the while navigating their personalities and egos. I need to inspire them, to make them perform better but I’m not sure if they are buying in to my vision?”



If all this isn’t too much, I have my own deliverables to look after and my boss is pressuring me with deadlines. I never had to worry about this when I was an individual performer. I’m really losing sleep over this new responsibility.”

If your promotion is causing you to panic more than celebrate, maybe you need a little help.

OMI's custom 2 day program **MANAGE RIGHT-Right from the Beginning** for First Time Managers will help you cross the bridge from being a solo performer to a leader of men. The thought provoking training sessions will enable you to identify your strengths and areas of improvement, putting you on the path to better equip yourself to lead a team. You will also learn practical, time tested, tools and techniques that you can apply to your everyday routine, smoothening you transition into a managerial role.

Course Content

Self Management:

- Control and eliminate self-limiting beliefs and discover the power WITHIN.
- Recognize & Plan to work around personal strengths.
- Self-Analysis for optimum performance
- Understand the importance of aligning personal & work values.
- Discover the unique skills that differentiates a team player from an individual performer.
- Understand how to manage own personal development with perseverance .
- Acquire the keys to effective communication in order to flex better.

Team Management

- Communicating & connecting with customers (internal and external)
- Setting right expectations
- Managing team goals
- Enhancing performance through guided feedback
- Handling Conflicts & Dealing with difficult behaviors

Key Takeaways

- Ownership To Take Charge Of Your New Position
- Transition from your previous role to a management position
- Model your day-to-day actions for success
- Ways to achieve personal excellence as a leader
- Build effective working relationships with your management peers
- Leverage delegation for responsive delivery
- Find Out How To Achieve Results Fast
- Discover Ways To Develop your Team

Target Audience

- New supervisors and managers with less than one year of experience
- Aspiring and soon-to-be-promoted supervisors
- Experienced supervisors with little or no formal supervisor training
- High potentials identified for managerial promotion
- Anyone who wants to learn how to build confidence and trust while delivering long-term results

When **waves of opportunity** crash around you, **don't drown** because **you couldn't swim**. Instead, **learn the skills** to stay **afloat** and let it carry you up, **up as high as you can go**.



OMi

OSCAR MURPHY LIFE STRATEGISTS

P r e s e n t s



Shift from Shadow

to

spotlight

A Workshop on Personal Effectiveness



Are these question **pulled** right out of **YOUR** mind ?

*It's so easy to get lost in the crowd when you behave like the rest of the crowd.
If being 'good' is not good enough, choose to be Exceptional.*

Determined to change but clueless where to start?

Let **OMi** set you on the path...

*to becoming the **Spotlight Star!***

OMi's Shift from **Shadow**
to **spotlight**

is specially designed to create within **You** an awareness of the internal and external factors that hinder your professional growth.

This insightful 2-day workshop seeks to *catalyse* an **attitudinal change** within you, *enabling* **You** to **develop a more powerful presence at your workplace.**

Course Content:

Gain Awareness on Professional Effectiveness

- Key characteristics of professional people
- Building Your Professional Effectiveness
- The core elements of professional excellence
- Aligning strengths and purpose

Work Productively with Others

- Revealing limiting beliefs and personal restrictors
- Identifying important players in your work environment
- Working with difficult co-workers

Build Your Brand & Reputation

- Amplifying your effectiveness by networking
- Enhancing your personal influence
- Building and managing your networks proactively

What You Will Learn:

- Importance of Influencing and building networks
- Learning to build on your skills to become a specialist
- Build and nurture relationships with the people around
- Significance of expanding your skills to gain visibility

Who Should Attend :

- Executives aspiring to be promoted
- People who need to develop their organisational networking skills
- Anyone who wants the right recognition from higher-ups

Psychometric Assessment:

TBD

**Change is Possible.
Empower yourself.**

OMi

OSCAR MURPHY LIFE STRATEGISTS

Presents

TIMEssence



A Workshop on Time Management

Defeated by TIME every time??

It's not time that needs to be managed, it's yourself. Bad time management is often the result of +
Bad Self awareness + Goal mismanagement + Bad Effort management
 Unless you address these three areas, no time management trick in the world is going to help you solve the 'perceived' problem of having too little time.

OMI presents: **TIMEssence** - A 2 day program that helps you effectively address and deal with the **route cause of ineffective time management**. This intervention combines a **unique behavioural approach of Inside-Out training** and Powerful Self-assessment tools coupled with **Behavioural Activities** to help you zero-in on the **p e r s o n a l** habits and attitudes that stop you from making the best use of your time & resources.

Learn to run your day and not let the day run you.

Course Content

Gaining Awareness: Assessing the current realities

- Need for evaluating your current **strengths & limitations**
- Avoiding the **psychological time trap**
- **Identify** your **unique pivotal time-related issues**
- Taking steps to **boost & channel your energy levels**

Adapting Mind-sets for Successful Task Management

- Know the **consequences of ineffective time management**
- **Importance of taking control of your time** through the choices you make
- Ascertain **personal motivators** of self & others
- **Necessity of aligning tasks** with your **high and low periods**

Moving SMARTly with your Goals

- Determine need for the formulation of **SMART goals**
- Learn to **break down complex tasks** to avoid procrastination
- Importance of creating a **sense of direction**
- Generating **personal momentum & focus** on achieving goals
- Importance of **quickly sensing** what will help or hinder accomplishing a goal

Getting the Best Return on Your Time Investment

- Break free from the habit of giving **preference for easy tasks** by being more flexible
- Importance of identifying the **root causes of inaction**
- **Beating the deadline-driven trap** by overcoming **procrastination**
- Effective **Prioritisation** to **approach your tasks positively**
- **Eustress vs. Distress**: Significance of transforming negative stress to positive stress

Managing Meetings, People & Work

- Know the **consequences of ineffective time management**
- **Importance of taking control of your time** through the choices you make
- Ascertain **personal motivators** of self & others
- **Necessity of aligning tasks** with your **high and low periods**

Key Takeaways

- ✓ Break the old ineffective habits of being disorganized and unplanned
- ✓ Understanding your Strengths & Weaknesses for effective planning
- ✓ Gain a Self-Awareness into your ineffective habits and start to unlearn them
- ✓ Implementing new knowledge of planning Tools and Systems
- ✓ Organize and adapt plans for successful implementation
- ✓ Focusing and staying in the zone by having Realistic Estimations
- ✓ Achieve maximum results through effective Planning & Scheduling
- ✓ Achieving the productivity balance, making the best use of your present and future
- ✓ Offset uncertainty, and facilitate greater control over self and situations

"This program will be helpful for anyone balancing home and work life.

Particular focus is given to the challenges faced by today's professional executives in meeting deadlines, dealing with end users, and balancing work and personal activities"



TRUST + CUSTOMER

TRUSTOMER

FIRST

Transform your Customer to Trustomer

The Sales and Service industry is built on the **TRUST** a customer places in YOU and by **trusting you**, your customer has given you **power to define his experience**; the **power to elevate the transaction** beyond an exchange of currency; the **power to build a thriving business** with his/her support.

This power goes beyond technical competence, skills and years of acquaintance. As a first step towards this goal, you **NEED TO WIN your customer's TRUST**. It is an art to win this deep- rooted credibility and there is a science that allows you to master this. This process will ensure lifelong, happy customers who will talk about you to their friends.

If you aspire to build a **loyal customer base**, **OMI** offers you a comprehensive and powerful learning experience that can foster relationships **driven by TRUST**.

PROGRAM OVERVIEW

The Trustomer First program helps participants **identify** and **address trust gaps** in their interactions with customers. Connecting real-world examples with proven methodology, participants discover how to **communicate transparently**, improve **customer service**, **build team trust** and much more.

The program is conducted in an **experiential** learning environment that allows learning strategies and theories to be demonstrated and experienced. Through group exercises, discussions, role-plays and insights from the field, participants see the possibility of different approaches for nurturing trust.

WHY TRUSTOMER FIRST PROGRAM?

This 2-day program aims to address the concept of building 'TRUSTomers' than just customers. So where is the difference? The difference is demonstrated through the concept of **Sales Funnel**.

The Sales Funnel is a model which describes the classic customer journey in a Sales deal moving from **Prospects** to **Leads** to **Customers**; the ultimate goal being **CONVERSION**. Post conversion, the process begins all over again. In other words, the sales/service personnel invest a large amount of time and effort in:



- **AGAIN** building awareness within target groups
- **AGAIN** generating interests among potential buyers
- **AGAIN** inculcating the desire for the product with a lead, and
- finally **AGAIN** drawing them to commit to the sale.

This conventional and exhausting Sales Funnel technique is no more a guarantee to ensure sales.

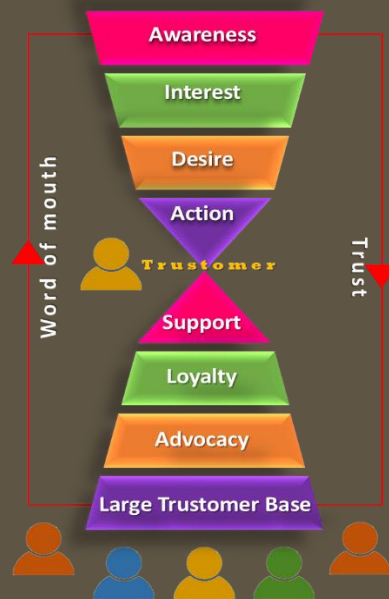
Today's competitive business world needs you stay one step ahead. How about flipping the funnel?

When you place the **existing customers on top**, the focus gravitates more towards **leads** and thereby **more revenue**. This "flip" however is not an easy one. It depends your customers' experience with you, your product or your organization, at all the touchpoints.

The foundation of this process needs to be the **"TRUST"** that you establish with the customer, resulting in a pool of **"TRUSTOMERS"** (Trust + Customers). The investment in expanding the customer base through your existing customers is far less, than acquiring new ones.

This is the strategy emphasized in the **"Trustomer First"** program – Transformation from a routine sales/service person to a **TRUST Influencer**.

Learn to move the 'Simply Satisfied Customers' to **loyalists** and then **advocates** of your brand. Let them pick up the mantle and **increase your customer base**. As a **TRUST influencer**, you:



- **GAIN** your customers' **TRUST**
- **GAIN** their **commitment** and **support**
- **GAIN** their **Loyalty** and **Advocacy** for your products and your organization
- **GAIN** more and more **TRUSTOMERS**.

OMI helps you discover and implement this proactive approach combined with powerful scientific tools and practical strategies preparing you to see **less of lost customers** and **more of loyal customers / Trustomers**

TRUST + CUSTOMER

**“PEOPLE BUY.....
FROM PEOPLE THEY TRUST”**

TRUSTOMER

BOOST YOUR SALES TRUST FACTOR WITH OMI'S

TRUSTOMER FIRST! (TRUST + CUSTOMER)

FIRST

Transform your Customer to Trustomer

HIGHLIGHTS OF TRUSTOMER FIRST

- **Reworking Trust relationships**
The art of enhancing the collaboration between you and your customers
- **Foster an atmosphere of deep trust and mutual respect**
Gaining the confidence of the customer by a non-threatening approach
- **The Art of “Flipping the Funnel” through continuous TRUST inclusion**
Ways to build value experience within your customers and ensure that it reflects in gaining new customers
- **Diplomatic handling of charged situations based on TRUST**
Avoid impulsive situations owing to mistrust and unclear communication
Develop a cushion of Trust to soften bumps due to technical issues and unforeseen challenges
- **Understand Your Customer for creating a TRUSTing environment**
Identify the unique needs, values, and expectations of internal and external customers and develop strategies to meet them
- **Influence the Customer’s Attitude and Action to GAIN further TRUST**
Assess individual personalities through psychometric tools and determine thought motivators

TAKEAWAYS OF TRUSTOMER FIRST

- Discover ways to **foster trust** while dealing with customers
- Identify behaviours and factors that erode trust and find ways to mitigate them to **strengthen customer relationship**
- Enjoy the trust of your customers in order to get **quicker buy in**
- **Gain the acceptance** and cooperation of customers fostering a culture of trust that allows **dependability, loyalty, and commitment to flourish**
- Repair broken trust and tackle sensitive issues with a **new view of collaboration**
- Bring out the commitment and loyalty by **building TRUST** with Customers

- STARget Sales - Self Awareness for Leveraging & Excelling in Sales
- UAAI - Unmasking Attitudes At Interviews
- Customer First - Delivering Excellence For Performance, Productivity and Profit
- Being Stress Smart- The stress relief relaxation to awaken the hero in you.
- Business Communication - Communication Works For Those Who Work At It!
- Core Behaviour Competency Mapping - A reflection to help embrace on uniqueness.
- Coaching for Leader - Settle for Nothing, but the best!
- Making Presentations Right & Bright- A Presentation Skill Enhancer
- Assessment Centers - The Way Forward For Complete Development
- Team Up to Gear Up - The Out Bound Way
- 'Train the Trainer' Certifications in both Design & Delivery
- Managing Conflicts, Building Relationships – Conflict Management Mantras
- Power Up Your Emotional Intelligence – EQ Leadership Training
- GAINS – Grow & Accomplish by Improving NEGOTIATION SKILLS
- Planning & Organizing – Making it A Habit!
- My Time, My Priorities – Manage Yourself To Manage Your Time
- PEAKS - Personal Effectiveness, Attitudes, Knowledge & Skills
- Managing Attitudes for Performance Potential
- Making Strategies Work – Begins with Strategic Thinking
- Cross Cultural Management – Diversity Training to overcome The Cross Cultural Barriers

And many more...

“ Come and experience the life enriching process of change with us, and gain an insight on how to WIN over your challenges, to ensure growth and progress in personal and professional life. ”

The greatest challenge a man faces in his entire life is how to deal with his own emotions and that of others. Be it an office, home or a social gathering, we see a range of emotional responses and reactions.

No skill is more important to one's success in life, than one's ability to understand the mind and thoughts of others and to get facts, feelings, ideas and action from one to the other and vice versa, with a minimum of transmission loss and build an attitude to achieve excellence.

OMI facilitates and provide you with the confidence and knowledge of how to Adapt an Attitude of Success. This will help you to be more at ease, and feel poised and in control in both work and social settings.

Attitudes are the distance between success and failure. It is absolutely essential that we learn to bridge the gap between success and failure by unlearning our glue like mindsets, die hard habits and the concrete wall of attitudes. This is possible only through inside-out training effectively making use of twin dimensions of learning and unlearning. After all, to WIN is W(ith)IN !

THOUSANDS OF PEOPLE HAVE EXPERIENCED THE CARE - Changing Attitudes Reaching Effectiveness

