



Training Topics:

Personal Grooming & Etiquette

- **Social Graces, Etiquette and Body language**
 - **Making a Great First Impression:**
 - How to present yourself to people
 - Greetings, Introductions
 - Developing Your Professional and Personal Image
 - Personal Hygiene
 - Polish interpersonal skills
 - **Etiquette of Dressing:**
 - The do's and don'ts in dressing
 - Understand various dress codes for different occasions
 - Clothes and Corporate Culture
 - **The Do's and Don'ts in Conversation:**
 - Enhance communication skills
 - Build self-confidence and self-esteem
 - Rapport building

Interpersonal Skills

- **The Basics of Interpersonal Communication**
 - Starting and sustaining conversations that are engaging
 - Handling conversations with the opposite sex
 - Acknowledging differences
 - Giving and receiving compliments
 - Coming across as a positive person
 - Avoiding bad conversational habits



- **Displaying Courteousness and Thoughtfulness at the Workplace**

- Being thoughtful to colleagues regardless of position
- Sticking to convictions as diplomatically as possible
- Apologizing
- Showing appreciation
- Extending courtesy to guests, consultants, and new employees

E-Mail Etiquette

- General etiquette
- Sending effective messages
- Form and tone of the messages
- Responding to messages
- Organizing the different parts of an email:

Greeting	Enclosures
Closing	CC & BCC
Subject Line	Screen Appearance
Spacing	Font
Replying	Flaming

Telephone Etiquette

- Taking calls
- Making calls
- Do's and Don'ts over the telephone
- Cell Phone Etiquette

Business Communication

The Building Blocks of Effective Business Communication

- Structuring communication:
 - Having a clear objective
 - Highlighting critical points
 - Being clear and concise



- Understanding the audience
- Listening
 - Active Listening
 - Reflective Listening
 - Passive Listening

Time Management

Organizing Your Day

- 80:20 Rule or Pareto Principle of Time Management
 - Learning to recognize and then focus on the 20 percent that is the key to making the most effective use of your time.
- Ways to Manage Time and Priorities
 - Activity Logs
 - Analyzing Your Time Log
 - Focusing on the critical 20 percent
 - What should I do to include my core responsibilities?
 - To-Do Lists

Team Work

S. No	Activity	Objective	Description	De-brief
1	Magic steps	To help participants understand the first stage of team development – 'Forming' the team	Participants work in teams and have to use the 'magic steps' to cross an imaginary acid river	<ul style="list-style-type: none"> ○ Leadership ○ Motivation ○ Team cohesion ○ Synergy ○ Strategy ○ Knowledge sharing
2	Balancing balloons	To help participants understand the importance of 'synergy' in teams	Participants work in teams and have to keep a set of balloons in the air without letting them touch the ground	<ul style="list-style-type: none"> ○ Synergy ○ Inter-dependence ○ Coordination ○ Allocating tasks based on skills and abilities ○ Supporting / motivation



3	Joining of team members	To help participants understand the stages of team building in a short and succinct manner	Participants work in teams and have to 'join' themselves based on a set of instructions given	<ul style="list-style-type: none"> ○ Leadership ○ Strategy ○ Evolution of norms ○ Prioritization of work among the team
4	Tower building	To help participants implement the learning gained during the course of the day	Teams compete with each other to build the tallest possible tower using only the resources given to them within a 20 minute time frame	<ul style="list-style-type: none"> ○ Managing Resources ○ Time Management ○ Delegation ○ Strategy ○ Co-ordination ○ Leadership ○ Team communication ○ Motivation

Professionalism:

- Aligning to corporate values
 - Accountability
 - Responsibility
 - Ownership
 - Integrity
- Innovation
- Self-motivation and being self-driven

Training Hours:

The Campus to Corporate Training Program will be 16 hours spread across 2 days

Training Methodology:

- Games and Group Activities
- Interactive group discussions
- Movie clips



Essentials of Corporate Behaviour



- Team activities
- Role Plays
- Instructor Led Training

Resources Required:

- Momentum Training Solutions will conduct the training
- Maximum number of participants to a session will be 20
- The training will be conducted at a venue organized by your organization
- The following will be provided by your organization:
 - Handouts will be printed/photocopied
 - The LCD projector & Audio speakers