

## **Program Title**

B.E.S.T – Basic Executive Skills Training

## **Program Duration**

3 days

## **Program Objective**

- Participants would learn the basic but mandatory skills required by executives to work and adjust in a professional environment
- They would understand the importance of grooming themselves in order to increase their acceptability within the organisation
- Use the insights gained from role plays and real life case studies to be able to attune their behaviour according to the needs of the organisation.

## **Program Outline**

The program covers the following topics:

- Communication skills – The communication process, Verbal and non –Verbal skills and barriers to communication.
- Business grooming: Basic business etiquettes which include appearance, dressing, introduction skills etc.
- Telephone etiquettes and its application to internal and external customers
- Email etiquettes – Communicating through emails, composing and sending emails in a professional manner
- Time management - Practical approaches to managing time that include goal setting, task division, use of checklists/To-Do lists etc.
- Presentation skills: Practical tools necessary to create dynamic, professional presentations. Producing a great first impression by projecting a confident image, organizing the content for impact, interacting effectively with visual aids, and creating a stronger connection with the audience for better retention of the message.

Day	Session Title	Duration	Session Methodology
I	<b>Communication skills</b> <ul style="list-style-type: none"> <li>- Recognize and understand the power of communication</li> <li>- The communication process</li> <li>- Verbal and non verbal communication</li> <li>- Importance of Listening skills</li> <li>- Eliminating communication barriers</li> </ul>	6 hours	Interactive Discussion, Role plays, exercises.
II	<b>Business Grooming</b> <ul style="list-style-type: none"> <li>- Greetings &amp; Introductions <ul style="list-style-type: none"> <li>o Make an Effective Entrance</li> <li>o Exchanging business cards</li> <li>o Difference between Informal &amp; Formal Greetings</li> <li>o The Art of the Handshake</li> <li>o Rules of Introduction</li> <li>o Proper Address</li> <li>o Remembering Names</li> </ul> </li> <li>- Dressing sense and general appearance</li> <li>- Meeting protocols</li> </ul>	3 ½ hours	Interactive Discussion, Role plays.
	<b>Telephone Etiquettes</b> <ul style="list-style-type: none"> <li>- Telephone Manners</li> <li>- Respecting The Caller's Time</li> <li>- Putting Callers On Hold</li> <li>- Transferring Callers</li> <li>- Placing A Call For Someone Else</li> <li>- Managing Multiple Lines</li> <li>- Screening Calls</li> <li>- Taking Messages</li> <li>- Managing Challenging Calls</li> <li>- Cell Phone Etiquette</li> <li>- Voice Mail</li> </ul>	1 ½ hours	Interactive Discussion Role plays
	<b>Email Etiquettes</b> <ul style="list-style-type: none"> <li>- Interpretation and misinterpretation of emails</li> <li>- Email formats</li> <li>- Different types of messages (request, apology, complement etc.)</li> <li>- Composing and differentiating Urgent emails</li> <li>- Rules for writing and sending e-mail</li> <li>- Reading and replying to e-mail</li> <li>- Managing and retrieving e-mail</li> </ul>	1 ½ hours	Interactive Discussion Case Studies Exercises

III	<b>Time Management</b> <ul style="list-style-type: none"> <li>- The importance of proper time management in professional life.</li> <li>- Identification of barriers to effective time management</li> <li>- Goal setting</li> <li>- Task division</li> <li>- Use of checklists/To-Do lists</li> <li>- Timelines, limit interruptions, and various other strategies.</li> </ul>	2 hours	Interactive Discussion, Case studies
	<b>Presentation skills</b> <ul style="list-style-type: none"> <li>- Presenting a Positive Image</li> <li>- Analyzing the audience</li> <li>- Organizing Content <ul style="list-style-type: none"> <li>o Effective Use of Visual Aids and Graphics</li> </ul> </li> <li>- Presentation Delivery which includes voice management, language, body language etc.</li> <li>- Eliminating Monotone and Boredom</li> <li>- Controlling Question and Answer Sessions</li> </ul> Managing the audience	4 hours	Group and individual exercises