

**DISHAH
CONSULTANTS**



IMPACT LEADERSHIP TRAINING PROGRAM

Document : Program Curriculum

Contact Us:

 enquiry@Dishahconsultants.com

 +91 988.462.3854





Training Program and Curriculum

Program Details

Muti Generational Leadership



Program Curriculum



Session	Details	Activity
Session 1: Understanding Generational Differences	<ul style="list-style-type: none"> • Characteristics of Different Generations • Values & Work Preferences • Impact on Workplace Dynamics 	Generational Perspectives Exercise: Participants share workplace experiences from different generational viewpoints.
Session 2: Communication Across Generations	<ul style="list-style-type: none"> • Preferred Communication Styles • Overcoming Miscommunication • Adapting to Diverse Communication Needs 	Role-Playing Activity: Teams practice effective communication strategies across different generations.
Lunch Break		
Session 3: Fostering Collaboration & Breaking Biases	<ul style="list-style-type: none"> • Recognizing Unconscious Bias • Encouraging Knowledge Sharing • Creating an Inclusive Team Culture 	Bias Awareness Workshop: Participants identify and discuss generational biases and develop strategies to foster inclusion.
Coffee Break		
Session 4: Managing Intergenerational Conflicts	<ul style="list-style-type: none"> • Common Workplace Conflicts • Conflict Resolution Strategies • Mediation Techniques for Leaders 	Conflict Resolution Simulation: Teams work through a real-world intergenerational conflict scenario.
Session 5: Leveraging Generational Strengths for Innovation	<ul style="list-style-type: none"> • Harnessing Diverse Perspectives • Cross-Generational Mentorship • Driving Innovation Through Inclusion 	Innovation Challenge: Mixed-generation teams collaborate to develop creative solutions using their combined strengths.



Training Methodology

The PACE model

Result Oriented Training Methodology



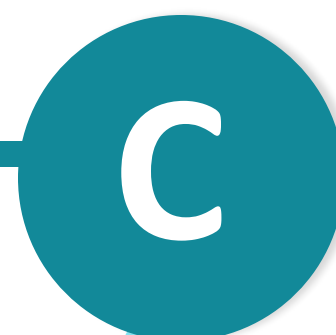
P
Pre-training
Assessment

Identify current capabilities and skill gaps through assessments



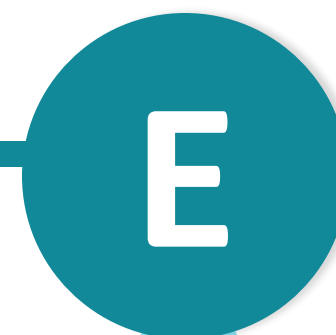
A
Adaptive Content
Customization

Customized content that addresses identified skill gaps with real-world scenarios thru case studies and role-plays



C
Comprehensive
Training Delivery

Interactive learning experience thru workshops, group discussions. Hands-on exercises and Playbooks to reinforce key concepts



E
Evaluation & Post-
Training Engagement

Evaluate individual progress. Conduct follow-up sessions, access to learning portal to ensure continual learning and sustained performance improvement.



Key Deliverables

Pre-Training Assessment

- **Skill Gap Analysis** – Assess current knowledge and performance to customize training.
- **Surveys & Questionnaires** – Collect insights on challenges and expectations.
- **Strategic Meetings** – Engage with key stakeholders to discuss team performance and training priorities.

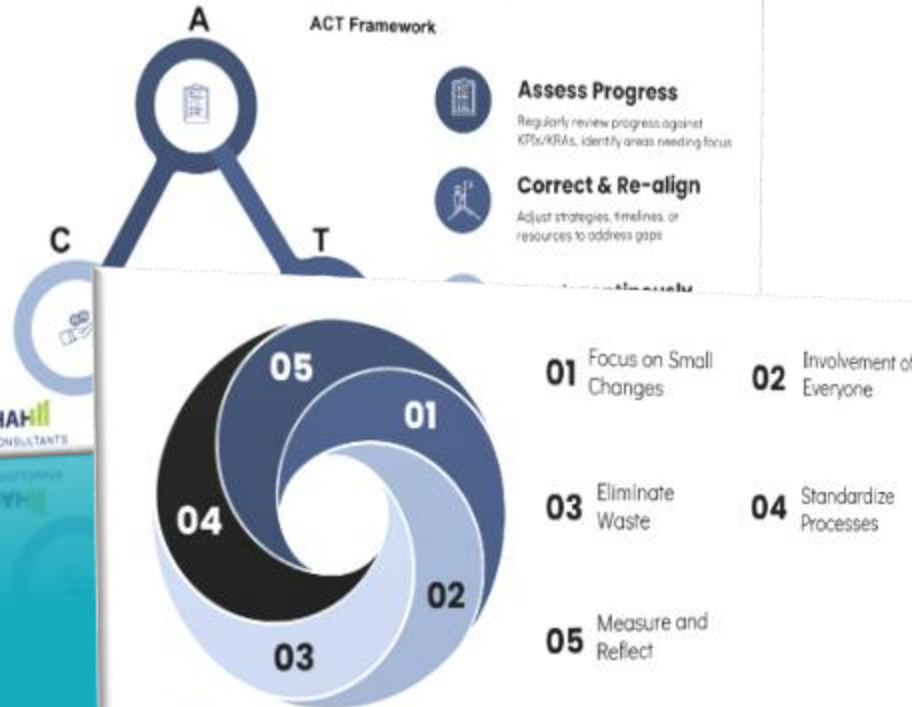
Skill Assessment					
Name:	Parul Gupta	Position/Title:	Senior Sales Executive		
Department/Unit:	Loans & MFD	Assessor's Name:	Lakshmi & Amit Sharma		
Date of Assessment:	03-02-2024				
Rating Scale:					
0: No Proficiency 1: Basic Understanding 2: Competent 3: Proficient 4: Expert					
PRE TRAINING-ASSESSMENT					
A. Sales Communication					
Skill	0	1	2	3	4
Customized Sales Pitch	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Consultative Approach	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Persuasion Effectiveness	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Objection handling	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
B. Lead Management					
Skill	0	1	2	3	4
Lead Qualification & Prioritization	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Relationship Management	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Tailor-Made and Customized Content

Converting Dysfunctional team to High Performance Team



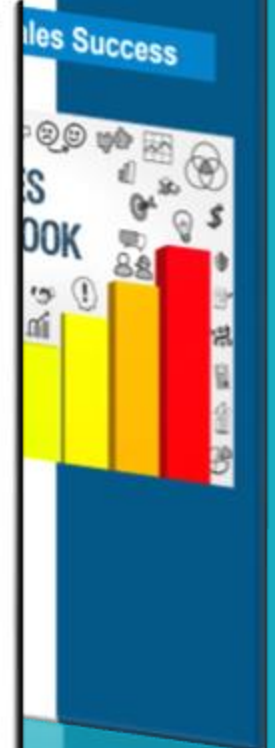
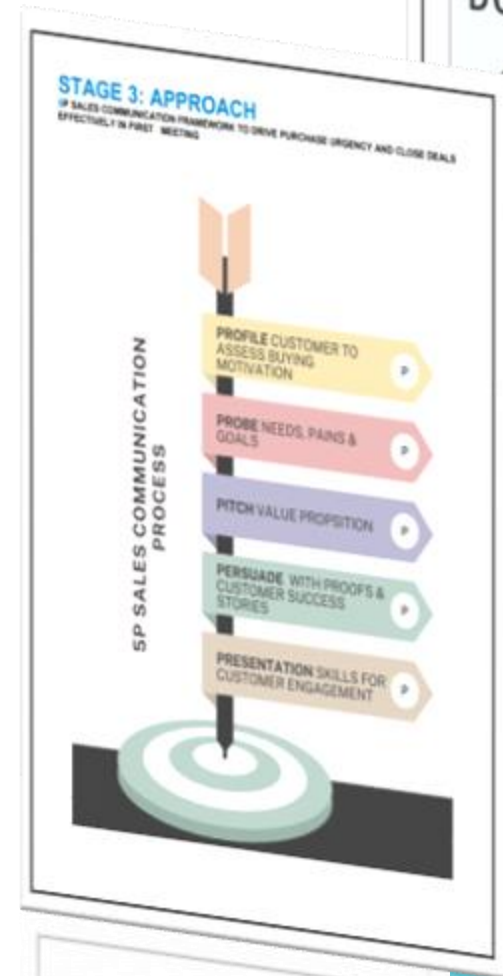
Focus on Outcomes



- **Skill-Focused** – Custom content to bridge specific gaps.
- **Engaging & Retention-Driven** – Infographic-style and effective methods for lasting impact.
- **Hands-On Learning** – Case studies and role-plays for real-world experience.
- **Custom Videos** – Tailored videos for better understanding.

PLAY BOOKS : Practice Exercises to reinforce topics

- **Training Recap** – Key concepts and methodologies for easy reference.
- **Practice Exercises** – Exercises and scenarios to reinforce learning.
- **Helpful Tips** – Actionable tips for effective implementation.



Training Assessment Report

Training Assessment REPORT

PRESENTED BY
DISHAH CONSULTANTS

+91 988.462.3854
enquiries@dishahconsultants.com
www.dishahconsultants.com

1. Executive Summary

This report presents the results of the pre- and post-training assessments conducted for the Authoritative Selling Skills. The objective was to measure improvements in the skills, knowledge, and confidence levels of participants.

To achieve this, we created a Google Form consisting of 20 questions based on the training curriculum, which was designed as per the client's specific requirements. This assessment was provided to participants before and after the training session to evaluate their understanding and competency levels.

The following report presents an analysis of the responses, highlighting key improvements, remaining gaps, and overall effectiveness of the training program. This methodology has been successfully implemented in our previous client engagements, ensuring data-driven insights and measurable outcomes.

Key Highlights:

- Pre-training assessment average score: 4.3
- Post training assessment average score: 14.01

Assessment Type	Avg Score
Pre Assessment	4.33333333
Post Assessment	14.01470588

- **Pre- and Post-Training Assessment** – A 20-question quiz to measure knowledge gain.
- **Content-Aligned Questionnaire** – Questions reflecting key training concepts and objectives.
- **Visual Performance Evaluation** – Graphical representation of test results to track progress.

Our Story.. Their Voice !

Our customer's
success & trust,
our awards & accolades ...

Speak louder than
anything we could say !

01

Case Studies & Success Stories

[Click here](#) to explore real success stories where our training has empowered businesses and professionals to overcome challenges, boost sales, and achieve remarkable growth.

02

Client Video Testimonials

[Click here](#) to watch our clients passionately share how our training has transformed their businesses, enhanced their skills, and driven lasting success.

03

Media Coverage

[Click here](#) to see how leading media platforms have recognized our expertise, featuring our insights and impact.

04

Participants Reviews

[Click here](#) to read experiences from our participants, highlighting how our training programs have helped them grow, lead, and excel in their careers.



THANK YOU



enquiry@Dishahconsultants.com



+91
988.462.3854



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