DISHAH CONSULTANTS

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IMPACT LEADERSHIP TRAINING PROGRAM

Document : Program Curriculum

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Training Program and Curriculum

Program Details
First-Time Managers Leadership Training

Key Challenges Addressed

Leadership Program

Key Outcomes

Struggle with Leadership Transition

New managers find it hard to lead teams effectively.

Communication & Team Management Gaps

Poor delegation and unclear communication hurt teamwork.

Handling Conflicts & Performance Issues

Struggles with resolving conflicts and managing performance.

Confident & Adaptable Leadership

They gain clarity, confidence, and leadership skills.

Stronger Team Collaboration

Managers communicate clearly, delegate well, and engage teams.

Effective Problem-Solving

Managers handle conflicts, make decisions, and drive performance.

Program Curriculum

Session	Details	Activity
Session 1: Transitioning to Leadership	• Shifting from Individual Contributor to Leader • Leadership Styles • Setting Expectations & Managing Responsibilities	**Leadership Mindset Exercise:** Participants reflect on their leadership transition and define their leadership approach.
Coffee Break		
Session 2: Effective Communication & Team Management	• Active Listening • Giving Feedback • Delegation & Empowerment • Motivating & Engaging Teams	**Role-Playing Scenarios:** Participants practice delivering feedback and delegating tasks effectively.
Lunch Break		
Session 3: Performance & Productivity Management	• Setting Goals & Measuring Success • Managing Time & Priorities • Handling Underperformance	**Goal-Setting Workshop:** Participants create action plans using SMART goals for their teams.
Coffee Break		
Session 4: Conflict Resolution & Decision-Making	• Managing Team Conflicts • Problem-Solving Strategies • Navigating Difficult Conversations	**Conflict Resolution Simulation:** Teams work through a real-world workplace conflict scenario.
Session 5: Emotional Intelligence & Workplace Relationships	• Self-Awareness & Stress Management • Building Trust • Creating an Inclusive & Collaborative Culture	**Empathy & Trust-Building Exercise:** Participants engage in activities to strengthen team relationships.

Training Methodology

The PACE model
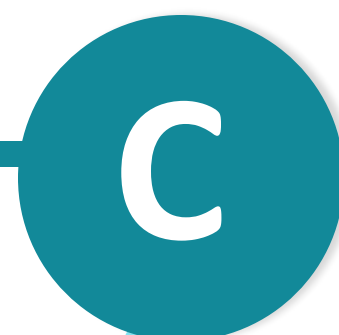## Result Oriented Training Methodology

P

A

C

E

Pre-training Assessment

Adaptive Content Customization

Comprehensive Training Delivery

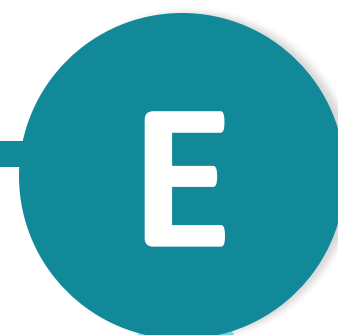**E**valuation & Post-Training Engagement

Identify current capabilities and skill gaps through assessments

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

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

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	☐	☐	☑	☐	☐
Consultative Approach	☐	☑	☐	☐	☐
Persuasion Effectiveness	☐	☐	☑	☐	☐
Objection handling	☐	☑	☐	☐	☐

B. Lead Management

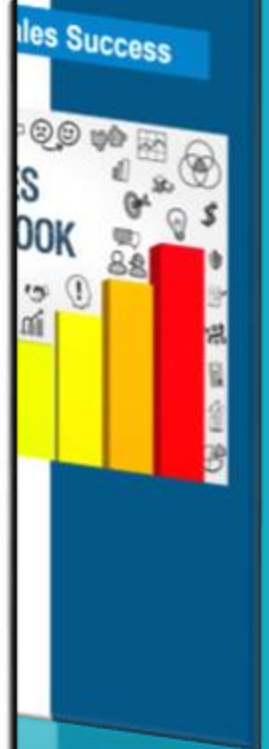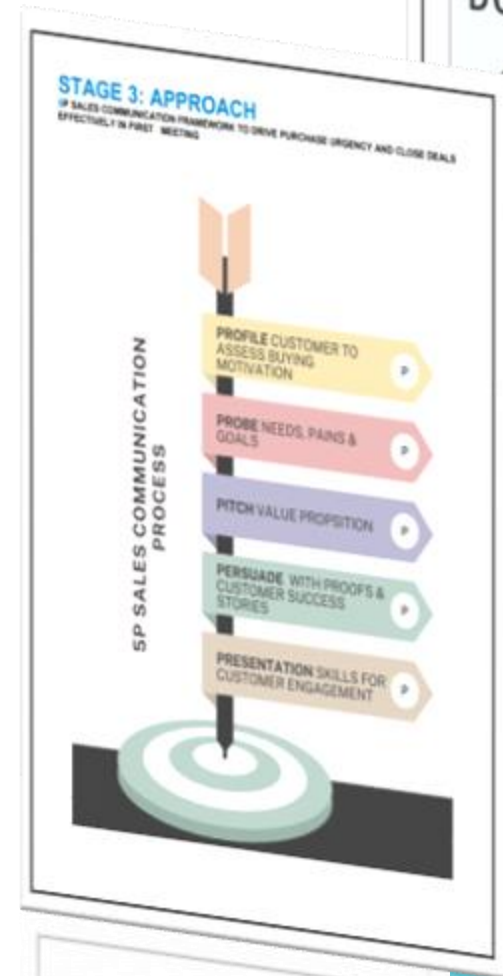| Skill	0	1	2	3	4
Lead Qualification & Prioritization	☐	☐	☐	☑	☐
Relationship Management	☐	☑	☐	☐	☐

Tailor-Made and Customized Content
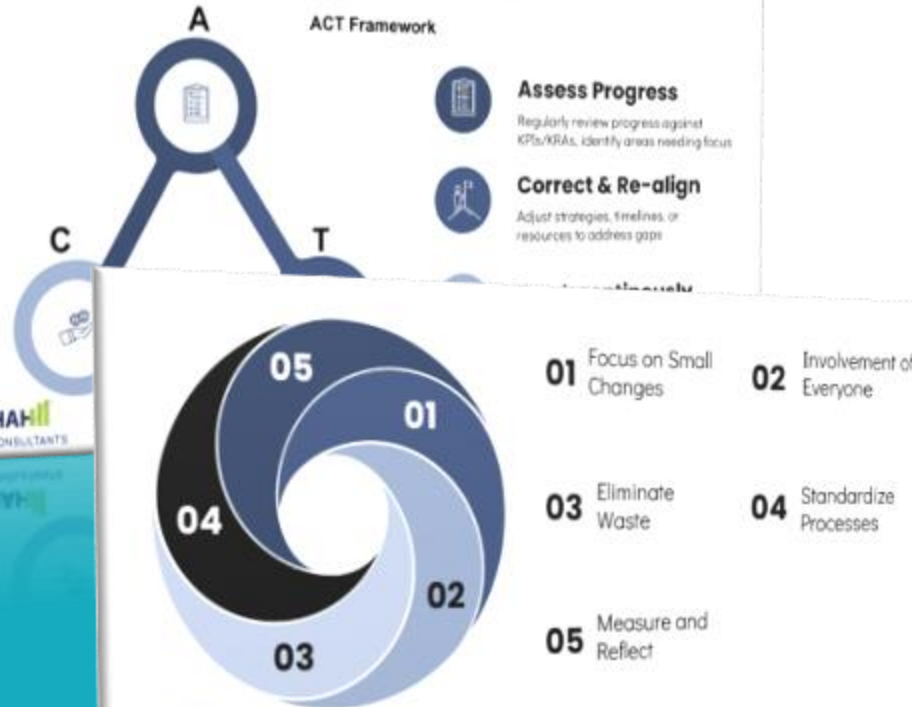
➢ **Skill-Focused** – Custom content to bridge specific gaps.

➢ **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.

- ➤ **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

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