DISHAH
CONSULTANTS

IMPACT LEADERSHIP TRAINING PROGRAM

Document : Program Curriculum

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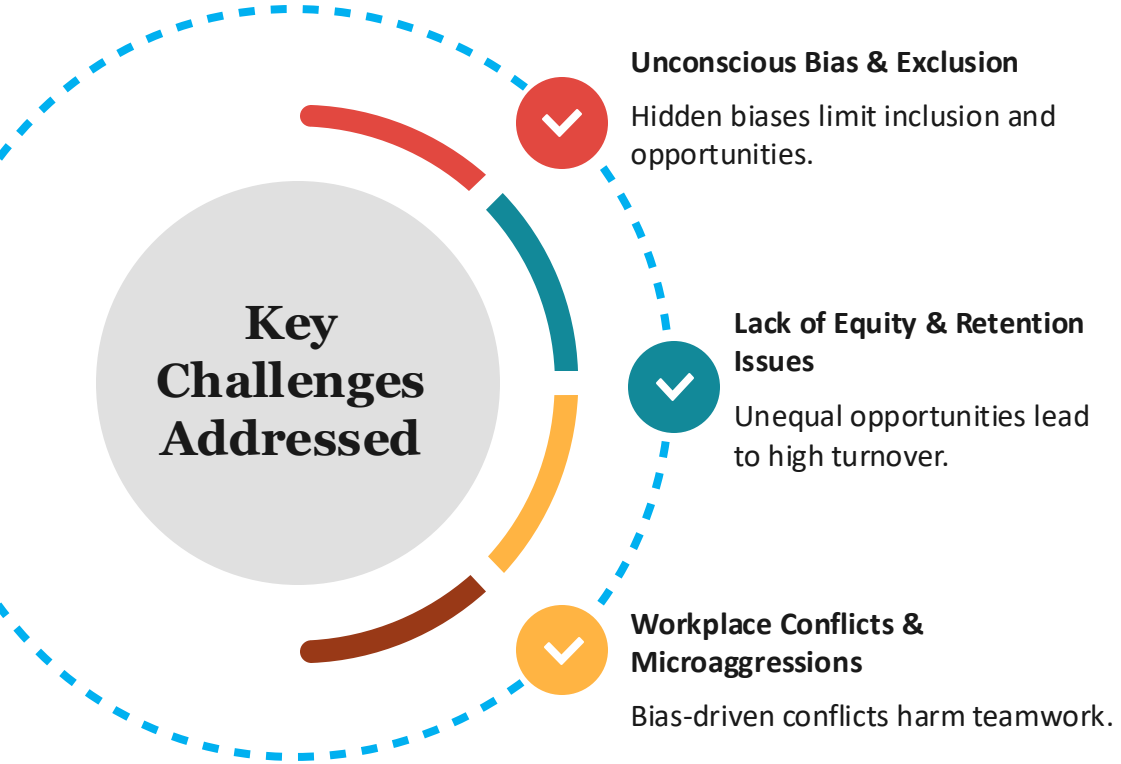
Training Program and Curriculum

Program Details

Inclusion & Diversity Leadership



Unconscious Bias & Exclusion

Hidden biases limit inclusion and opportunities.

Lack of Equity & Retention Issues

Unequal opportunities lead to high turnover.

Workplace Conflicts & Microaggressions

Bias-driven conflicts harm teamwork.

Leadership Program

Stronger Inclusive Leadership

Leaders recognize biases and create a more inclusive workplace.

Fair & Equitable Workplaces

Leaders ensure fair hiring, promotions, and retention.

Respectful & Collaborative Teams

Leaders foster respect, resolve conflicts, and build psychological safety.

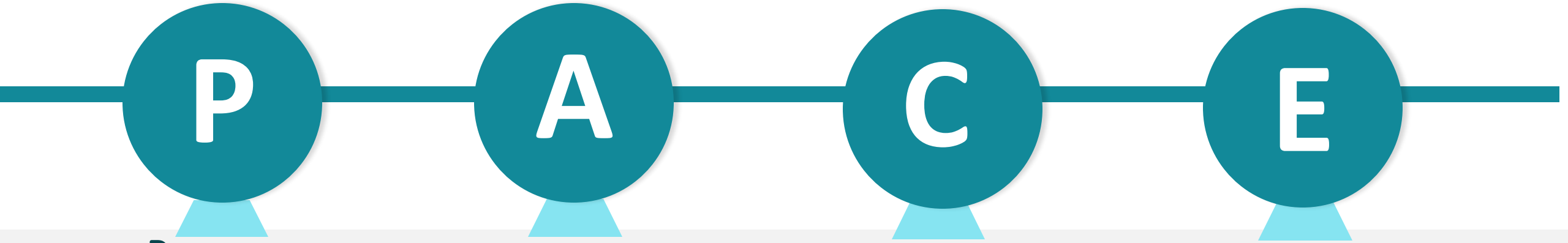
Program Curriculum

Session	Details	Activity
Session 1: Unconscious Bias Awareness & Cultural Competence	• Recognizing Unconscious Bias • Overcoming Stereotypes • Understanding Cultural Differences	**Bias Awareness Exercise:** Participants reflect on biases and discuss strategies to mitigate them.
Coffee Break		
Session 2: Gender-Inclusive Leadership	• Addressing Gender Bias • Promoting Gender Equity • Empowering Underrepresented Genders • Creating Allyship	**Case Study Discussion:** Teams analyze real-world scenarios of gender bias and develop inclusive leadership strategies.
Lunch Break		
Session 3: Inclusive Communication & Psychological Safety	• Active Listening, Respectful Dialogue • Encouraging Open Feedback • Creating a Safe Workplace	**Communication Role-Play:** Participants practice inclusive language and conflict-free communication.
Coffee Break		
Session 4: Equity in Opportunities & Diversity Retention	• Fair Performance Evaluations • Equal Growth Opportunities • Inclusive Hiring Practices • Strategies for Retaining Diverse Talent	**Equity Audit Exercise:** Participants assess workplace scenarios for biases in promotions, hiring, and leadership opportunities.
Session 5: Addressing Microaggressions & Leading Diverse Teams	• Recognizing & Responding to Microaggressions • Managing Diverse Teams • Conflict Resolution in Diverse Workplaces	**Conflict Resolution Workshop:** Teams role-play diverse workplace scenarios and practice inclusive leadership.

Training Methodology

The PACE model

Result Oriented Training Methodology



Pre-training Assessment

Identify current capabilities and skill gaps through assessments

Adaptive Content Customization

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

Comprehensive Training Delivery

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

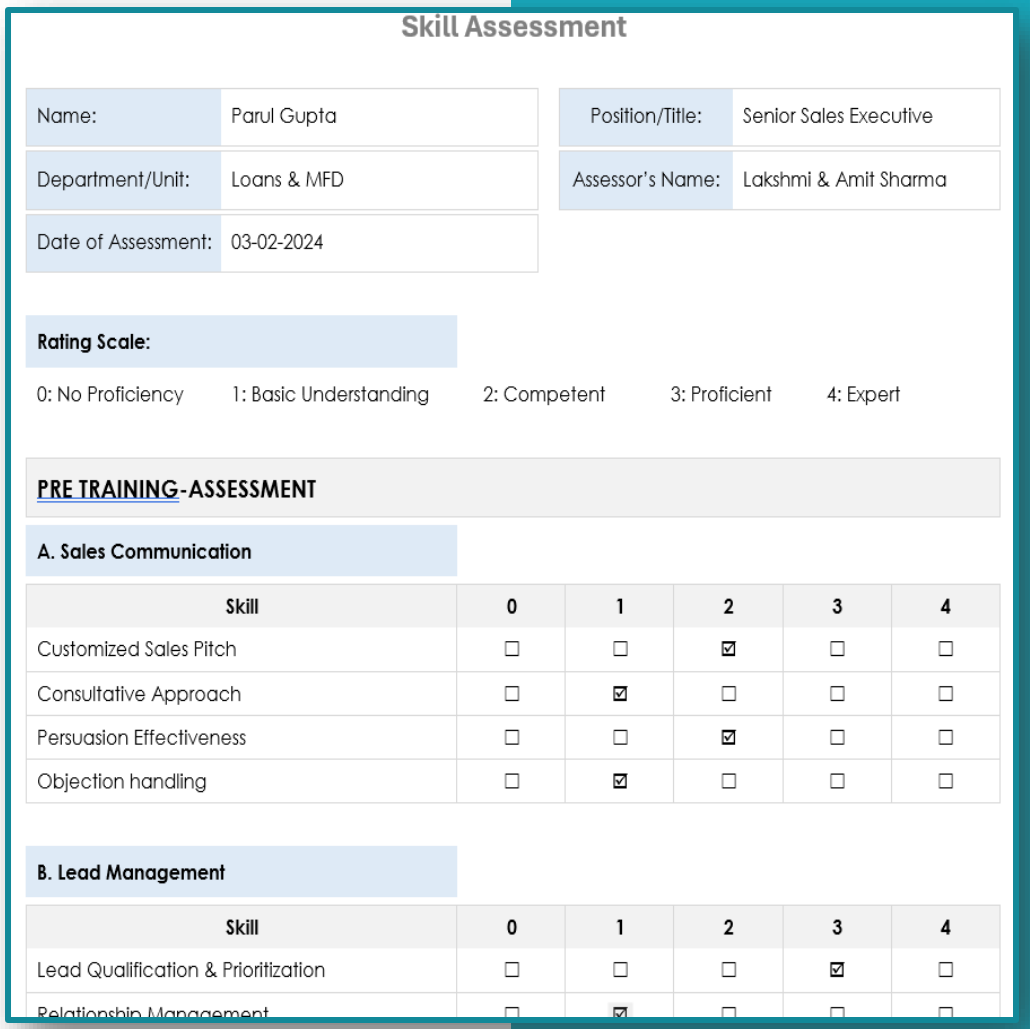
Evaluation & Post-Training Engagement

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

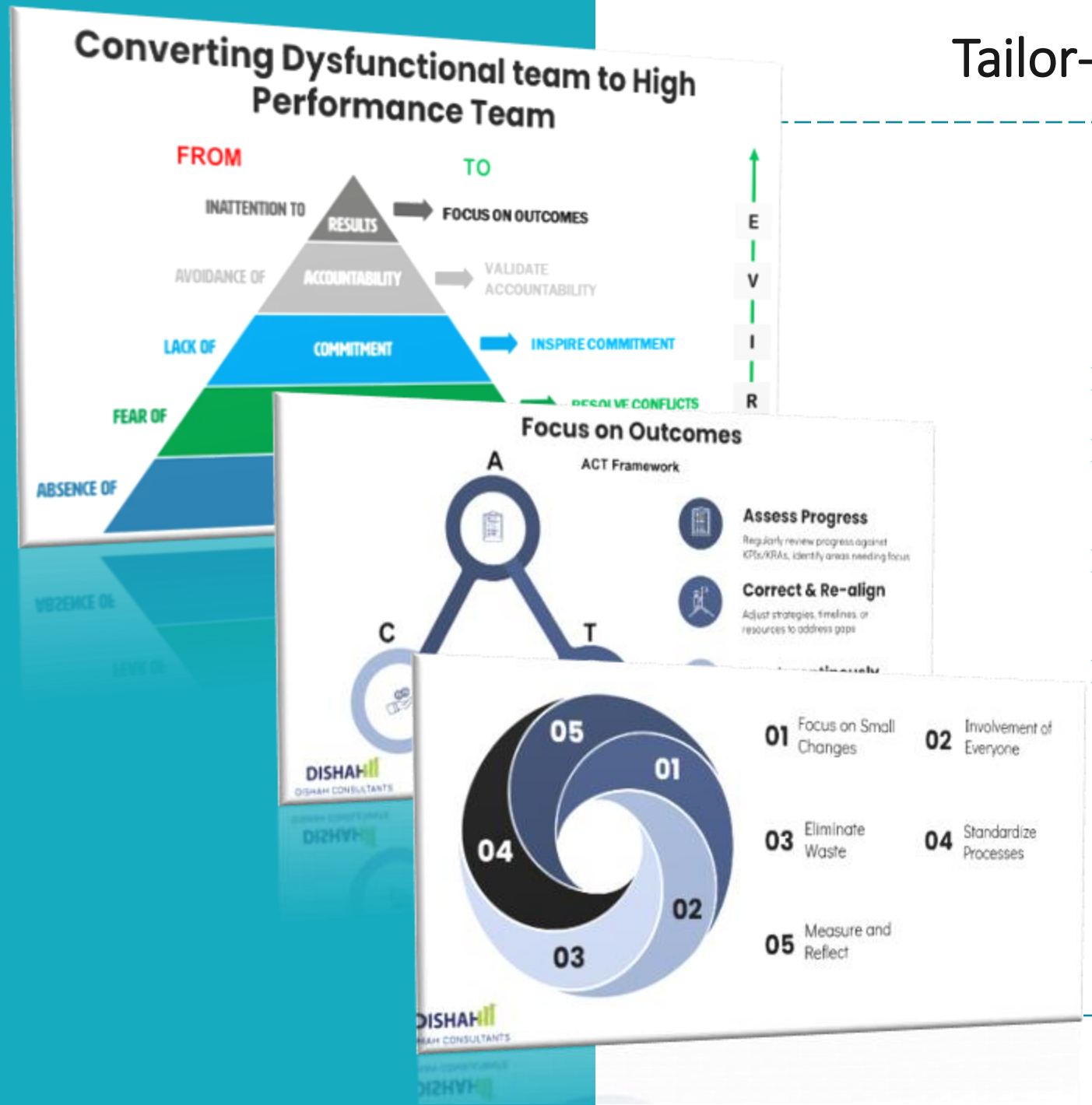
A. Sales Communication

Skill	0	1	2	3	4
Customized Sales Pitch	☐	☐	☑	☐	☐
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.

Training Assessment Report

- **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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