

**DISHAH  
CONSULTANTS**



# IMPACT LEADERSHIP TRAINING PROGRAM

Document : Program Curriculum

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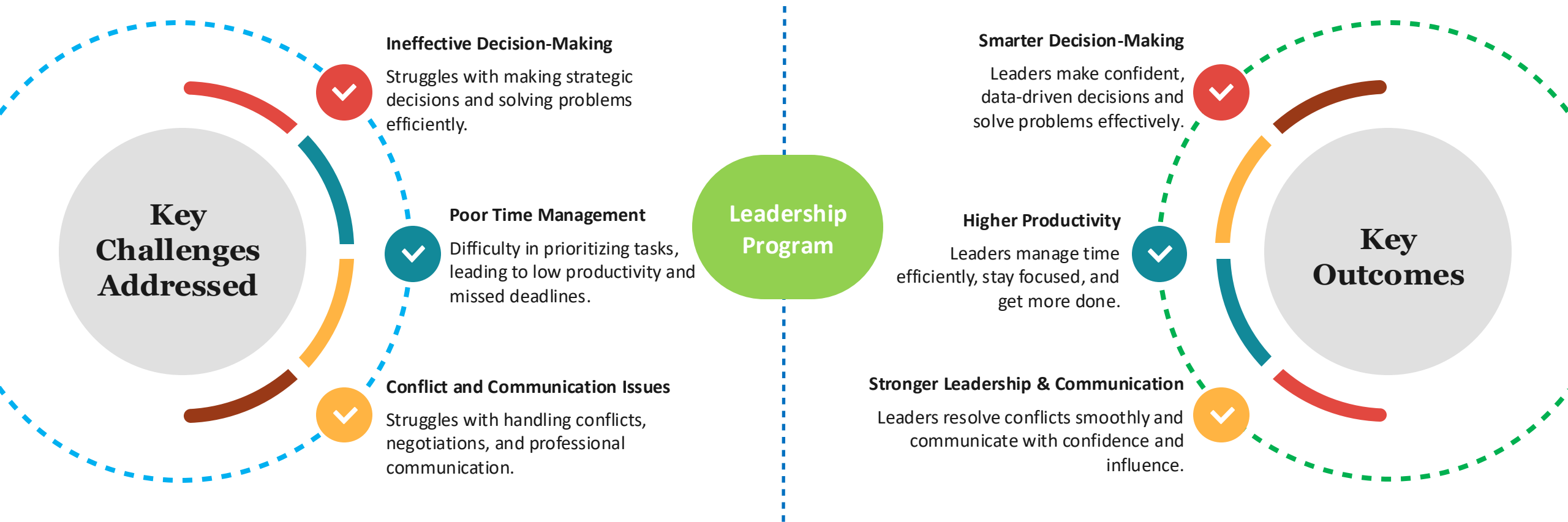




# Training Program and Curriculum

# Program Details

## High Impact Leadership Skills



# Program Curriculum



Session	Details	Activity	Duration
<b>Session 1: Decision-Making &amp; Problem-Solving</b>	<ul style="list-style-type: none"> <li>Critical Thinking and Analytical Skills</li> <li>Decision-Making Model</li> <li>Problem-Solving Techniques</li> </ul>	<b>Case Study Challenge:</b> Participants analyze a real-world business scenario and present their decision-making approach.	1.5 hours
<b>Coffee Break</b>			15 minutes
<b>Session 2: Time Management &amp; Productivity</b>	<ul style="list-style-type: none"> <li>Prioritization Techniques</li> <li>Task Batching, Delegation</li> <li>Setting Boundaries</li> <li>Overcoming Procrastination and Managing Workplace Distractions</li> </ul>	<b>Time Management Simulation:</b> Participants plan and prioritize a set of tasks within a given timeframe.	1.5 hours
<b>Lunch Break</b>			1 hour
<b>Session 3: Conflict Management &amp; Resolution</b>	<ul style="list-style-type: none"> <li>Understanding Workplace Conflict, Strategies for Resolution, and Mediation</li> <li>Negotiation Techniques</li> </ul>	<b>Conflict Resolution Role-Play:</b> Participants engage in a workplace conflict scenario and apply resolution techniques.	1.5 hours
<b>Coffee Break</b>			15 minutes
<b>Session 4: Effective Communication &amp; Professionalism</b>	<ul style="list-style-type: none"> <li>Workplace Etiquette</li> <li>Professional Conduct</li> <li>Verbal &amp; Non-Verbal Communication</li> <li>Business Storytelling</li> </ul>	<b>Professional Communication Workshop:</b> Participants practice workplace communication skills, including email writing and public speaking.	1.5 hours



# Training Methodology



# The PACE model

Result Oriented Training Methodology



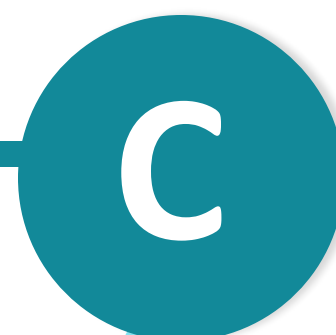
**P**  
Pre-training  
Assessment

Identify current capabilities and skill gaps through assessments



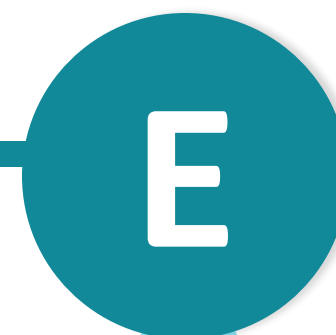
**A**  
Adaptive Content  
Customization

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				
<b>Rating Scale:</b>					
0: No Proficiency    1: Basic Understanding    2: Competent    3: Proficient    4: Expert					
<b>PRE TRAINING-ASSESSMENT</b>					
<b>A. Sales Communication</b>					
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>B. Lead Management</b>					
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"/>

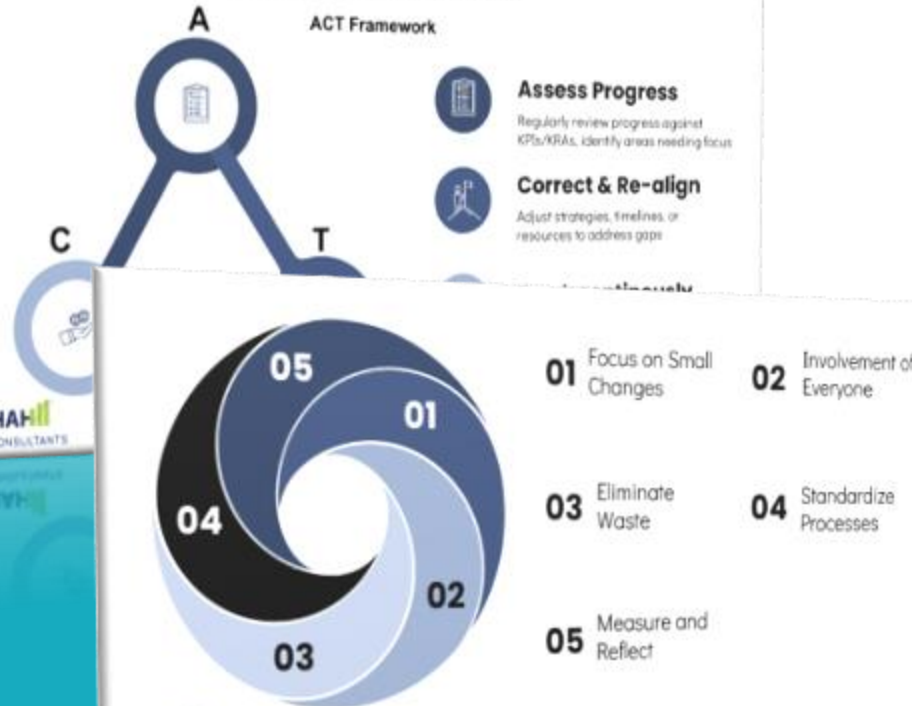


# Tailor-Made and Customized Content

## Converting Dysfunctional team to High Performance Team



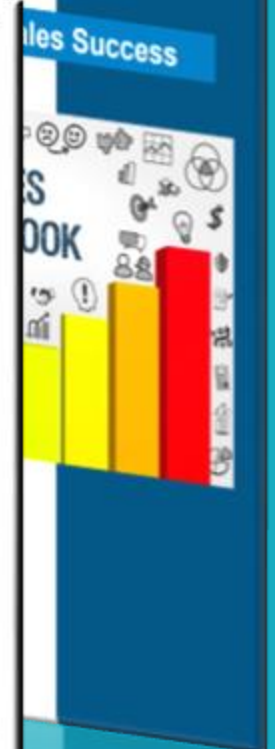
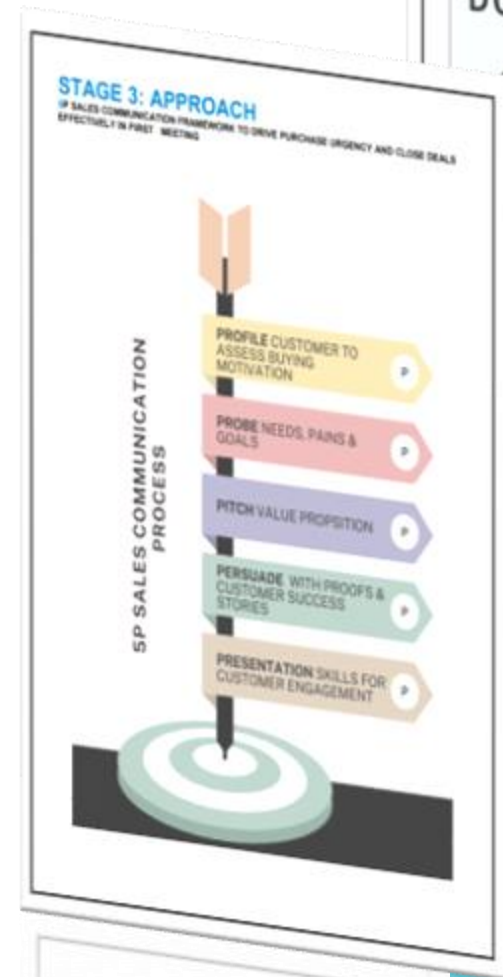
### Focus on Outcomes



- **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

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### 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



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