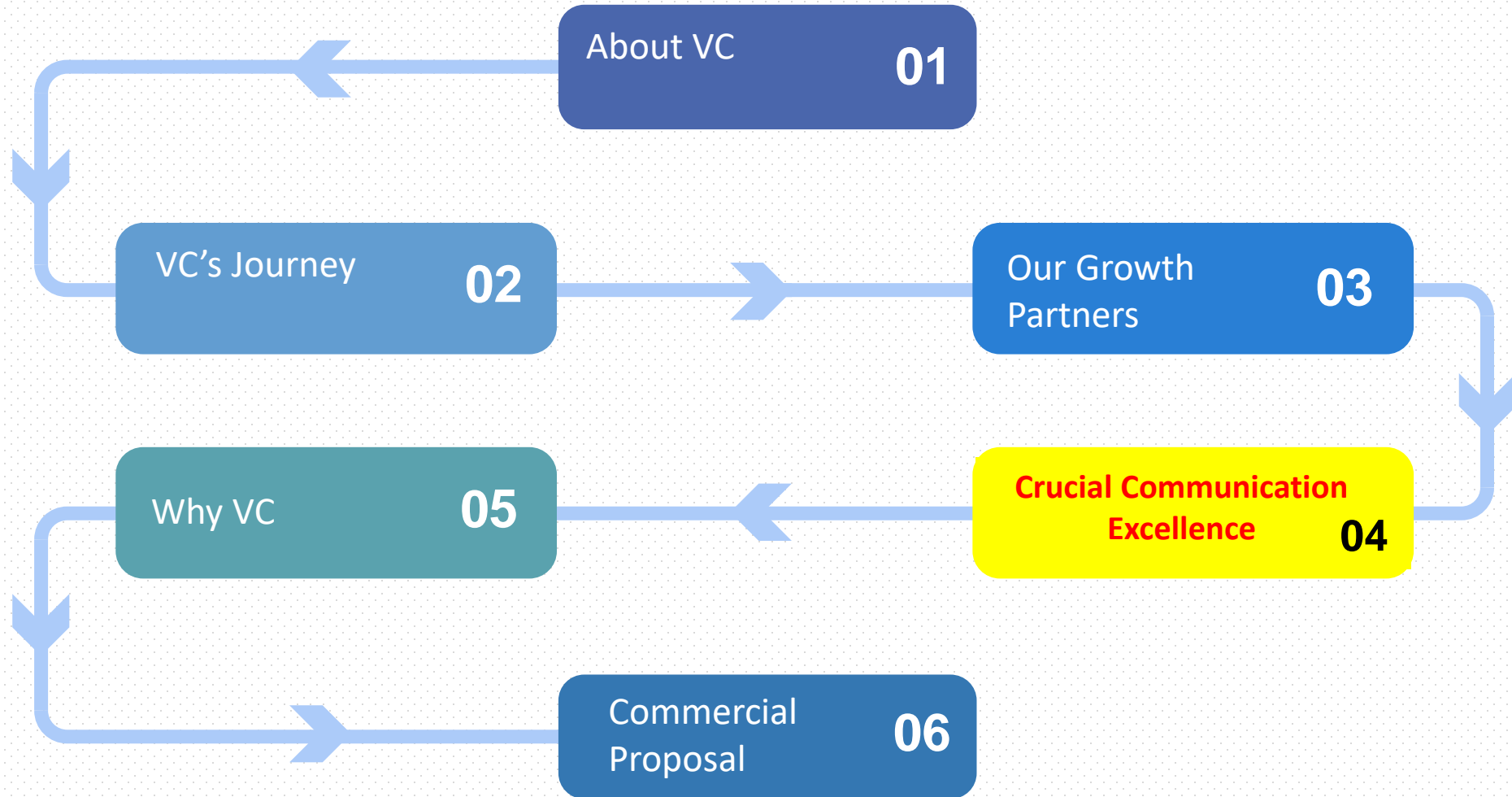


Crucial Communication Excellence

VALUE ADDED TRAINING SYSTEMS & CONSULTING



FIND IN THIS PROPOSAL...



About VC

Result Oriented, Research Based, Analytics Driven HR & Sales Consulting

Since 1999 Our Experts are serving our Growth Partners with Cutting Edge Systems, Tools and Technologies.

VC Forte

PAN India Presence

VC Has Its Own Experts In All Metros And Almost All Relevant Cities In India.

If You Didn't Measure it, It didn't Happen

High ROI, Measurable Results, Impact Assessment And Predictive Impact With Analytics.

Quality Assurance

VC Assures Quality Delivery In Its Projects By Infusing Validity & Reliability Through In-depth Diagnosis And PDCA.

Tech & R&D

VC has been continuously introducing cutting edge tech and R&D to Corporate and in its interventions.



Our Select Growth Partners

> EY

> KPMG

> AON

> Skill India

	UNICEF India	KPMG	ASDC	NIFTEM
	AON	E&Y	FICSI	Motherson
	Bharat Petroleum	ESSC	HSSC	CIT
	CGSC	Suzuki Motorcycles	SRF	POSH at Work
	Hero Motocorp	Omax	Escorts	Epcos
	Pepsi	Rico	Shree Cements	Safran India
	CII	ACC	Mother Dairy	IIPM
	MUL	Sona Koyo	Daikin	DLF Utilities Ltd.
	NTPC : 12 Plants	JBM	Ester Industries	Jakson
	JCB	Panacea Biotech	Mizuho Bank	Perfetti Van Melle
	RICO	HughesSoftware	JohnsonLifts	RS Cookware Pvt. Ltd
	ICICI Bank	HCL	Amtek	Roop Polymers
	Indian Oil	Whirlpool	J K Tyres	DABUR
	RMSI	Quest Ventures	Nex Gen	Hindustan Zinc
	JBM	Rouse India	Mytex polymer	Parle G
	SPIL	Grasim, Graviera	TMTL	Asahi Glass
	Minda Industries	Larsen & Tubro	Anchor	Colgate and Palmolive
	Mindarika	Bharti	Jubilant GroupCo.	Ranbaxy
	Birla Yamaha			



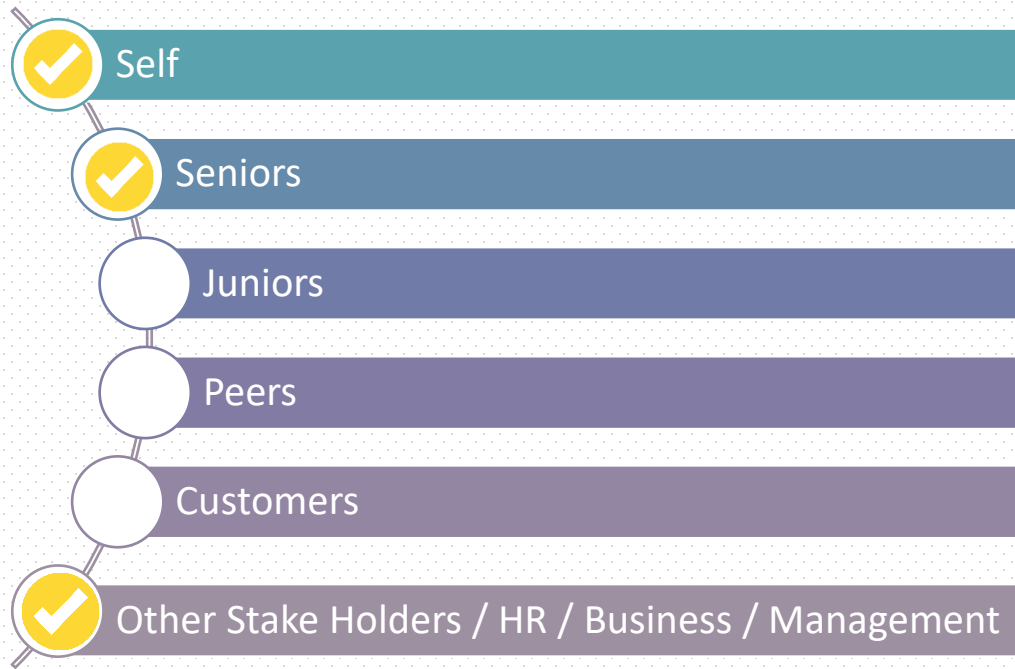
Crucial Communication Excellence

Approach, Content & Post Training Interventions



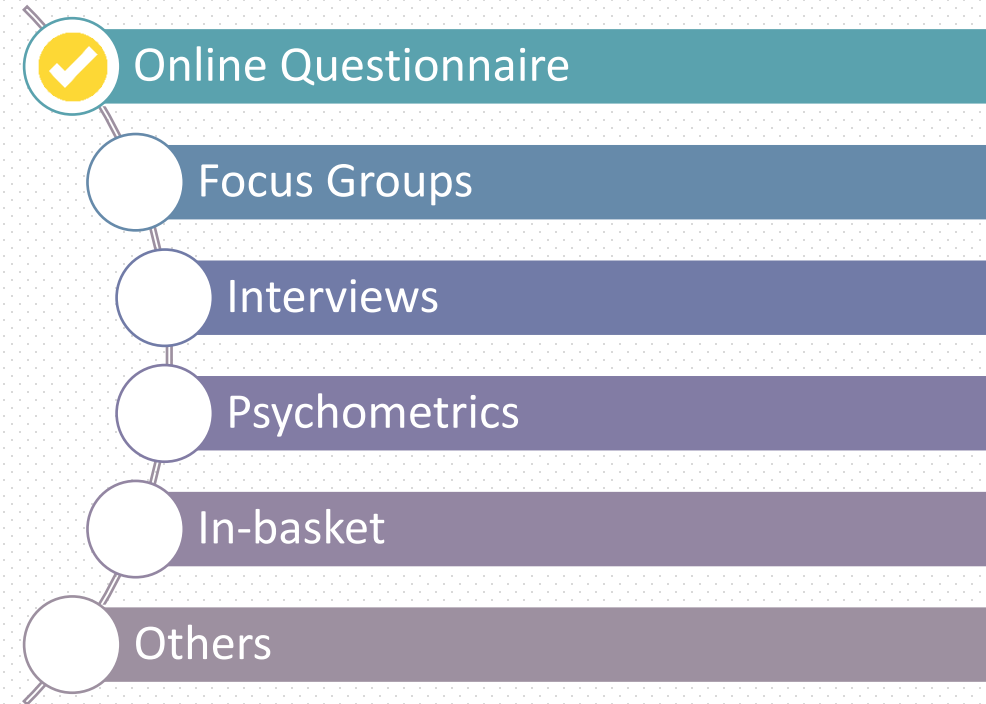
The Diagnosis Suggested

Diagnosis Suggested



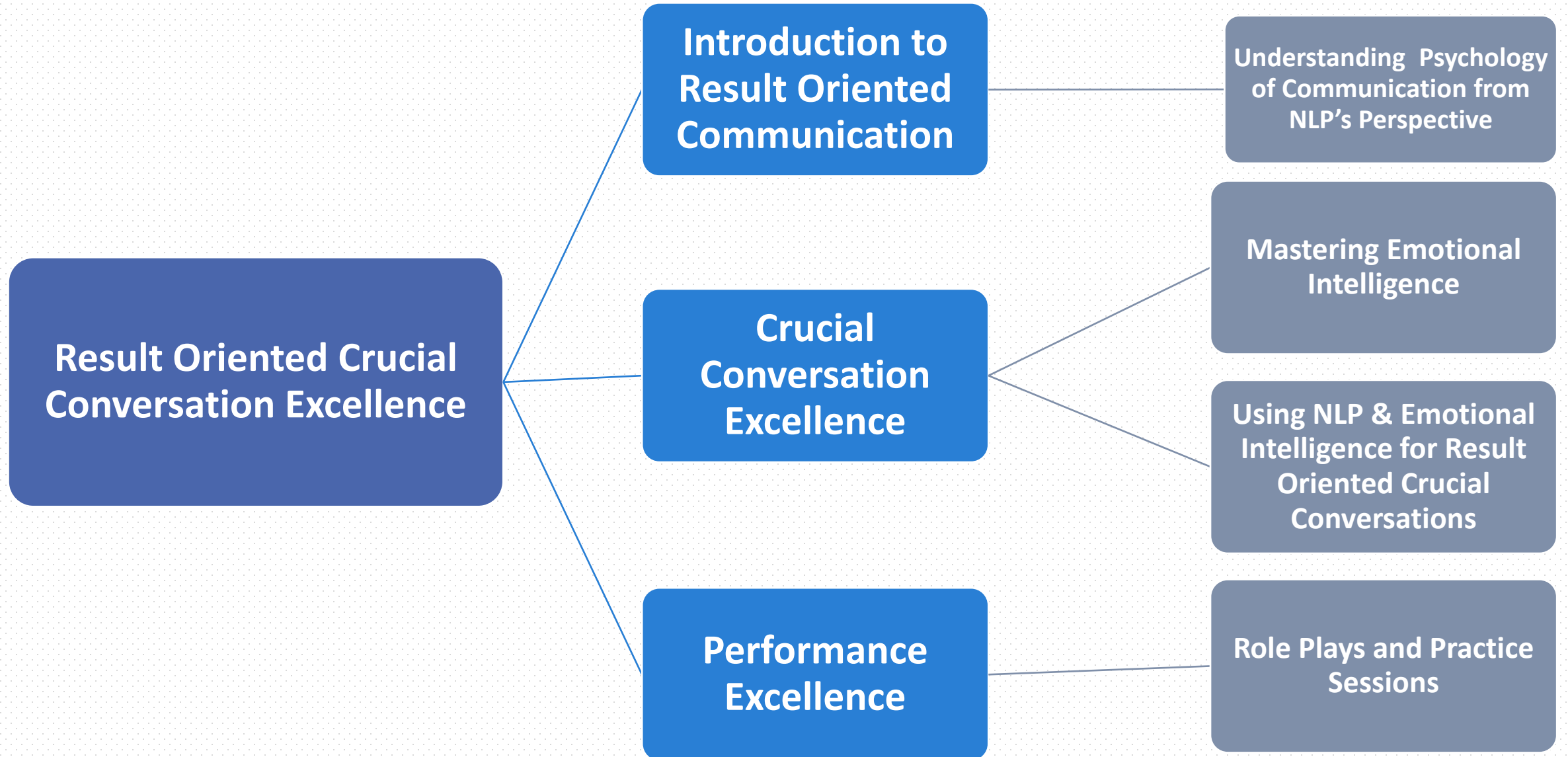
[Click for Case Study 1 with Diagnosis and Results](#)

Diagnosis tools



[Click for Case Study 2 with Diagnosis and Results](#)

3 Pillars for **ROCS** & 4 Training Modules, to be covered in 2 Days

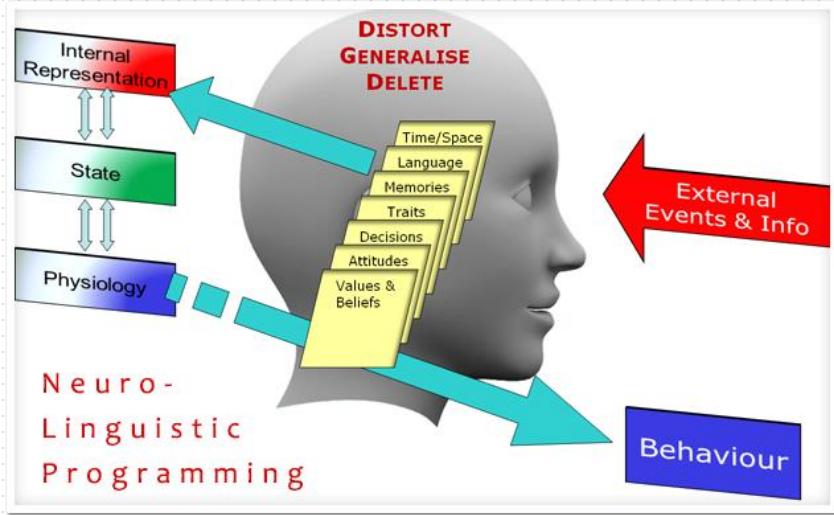




Content for AVP and Above

Understanding Psychology of Communication from NLP's Perspective

Session One



- ✓ Ice Breaking Activity
- ✓ The Power of Communication
- ✓ Normal Vs Result Oriented Communication.
- ✓ Drawing Strategies for Results before starting Communication.
- ✓ The NLP Approach to Communication
- ✓ Building Immediate Rapport
- ✓ Body Language and Voice Optimization for Rapport Building
- ✓ Priming the Subconscious for the Communication
- ✓ Test Your Communication Skills - questionnaire and Game.

Introduction to Emotional Intelligence Framework

Session Two

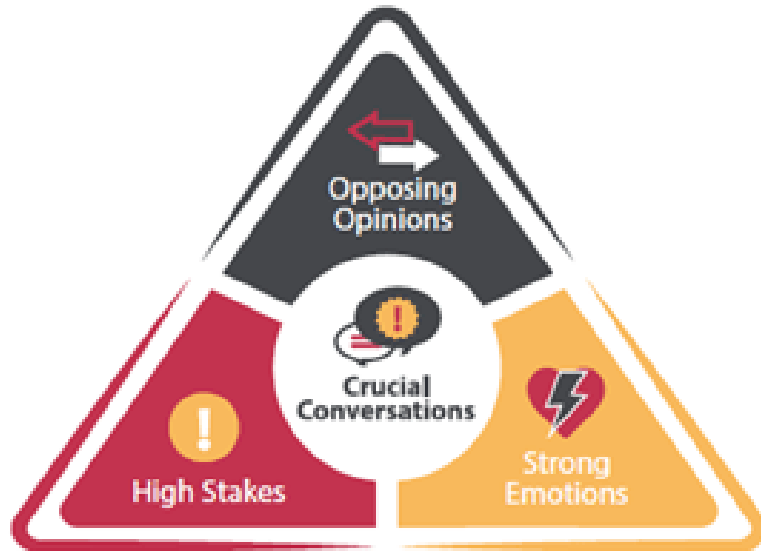
	Recognition	Regulation
Personal Competence	Self-Awareness <ul style="list-style-type: none">• Self-confidence• Awareness of your emotional state• Recognizing how your behavior impacts others• Paying attention to how others influence your emotional state	Self-Management <ul style="list-style-type: none">• Keeping disruptive emotions and impulses in check• Acting in congruence with your values• Handling change flexibly• Pursuing goals and opportunities despite obstacles and setbacks
Social Competence	Social Awareness <ul style="list-style-type: none">• Picking up on the mood in the room• Caring what others are going through• Hearing what the other person is “really” saying	Relationship Management <ul style="list-style-type: none">• Getting along well with others• Handling conflict effectively• Clearly expressing ideas/information• Using sensitivity to another person’s feeling (empathy) to manage interactions successfully

1. EI Assessment for the Participants during the program
2. IDP / Action Plan based on Assessment Results.
3. Program to include Exercises to impact EI during and after the programs

Working with Emotional Intelligence Framework

Session Three

Crucial Conversations



➤ **Developing Empathy :**

- ✓ How to have empathic communication with others
- ✓ What is the physiology of empathic communication?
- ✓ Respectful Listening—Listening respectfully to others to develop a deep understanding of their points of view.
- ✓ Feels Impact—Ability to assess and determine how situations, as well as our words and actions, affect others.
- ✓ Service Orientation—Desire to help others
- ✓ Practical Demonstration & Exercise

➤ **Influencing with Emotional Intelligence**

- ✓ Self-Confidence—Appropriately believing in our skills and abilities.
- ✓ Initiative—Being internally guided to take steps or actions.
- ✓ Goal orientation—Setting goals for ourselves and living and working toward achieving them. **Practical Demonstration & Exercise**
- ✓ Optimism—Having a tendency to look at the bright side of things and to be hopeful of the best. **Practical Demonstration & Exercise**
- ✓ Flexibility—The ability to adapt and bend to the
- ✓ needs of others or situations as appropriate.
- ✓ Influencing Others
- ✓ Leading Others—The ability to have others follow us. **Practical Demonstration & Exercise**
- ✓ Creating a Positive Work Climate—The ability to creating an inspiring culture.
- ✓ Getting Results Through Others—The ability to achieve goals through others.

Crucial Conversation Techniques & Practice

Session Four

Senesky



1. PreSuation – Preparing others to accept your view points
2. Imagination – The Brain Hacking Technique
3. Influence through Body Language – Mirroring
4. Using AVK Model
5. Begin with the End in Mind – Mental Models
6. Use Power of First Impression – Don't Open Your Cards
7. Use the Power of Asking Wright Questions _ Coaching Model
8. Anchoring – Use high level NLP Technique

➤ **Practice Each of Them**

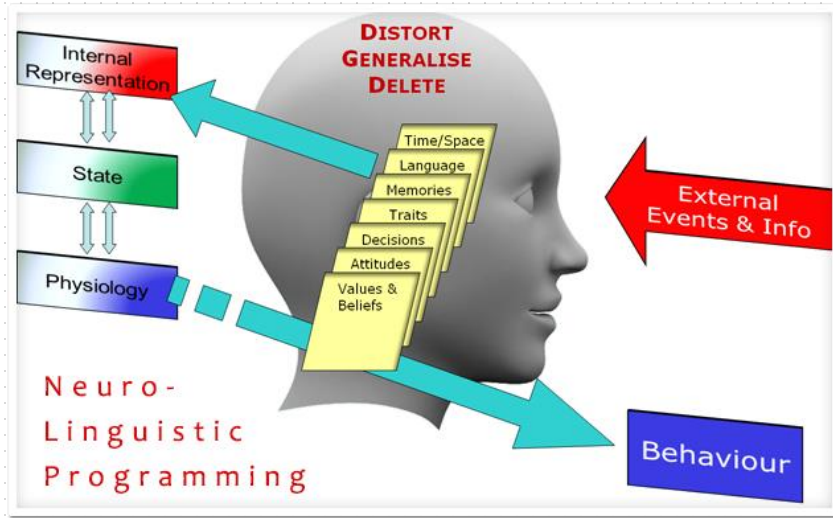
9. Action Planning
10. IDP Development



Content for Below AVP

Understanding Psychology of Communication from NLP's Perspective

Session One



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Introduction to Emotional Intelligence Framework and using it during Crucial Conversations

Session Two

	Recognition	Regulation
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Crucial Conversation Techniques & Practice

Session Three & Four

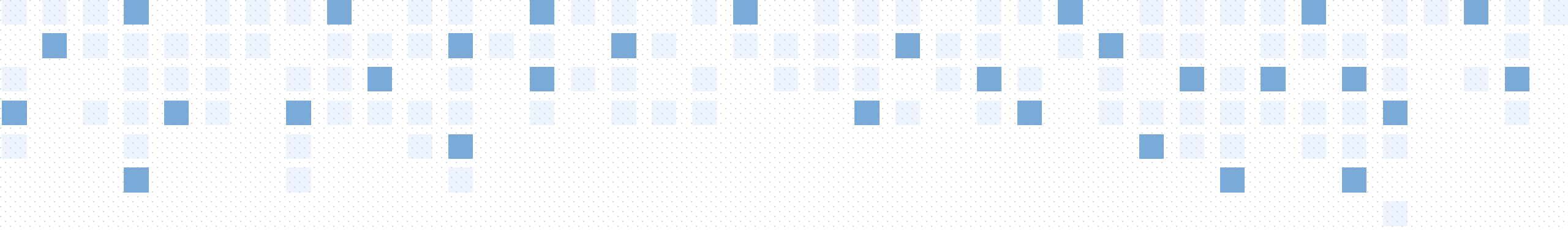
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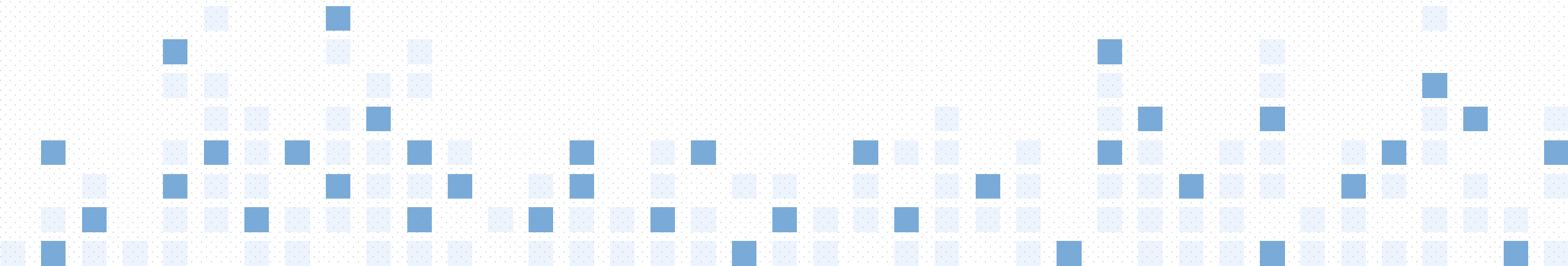
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Seriesg



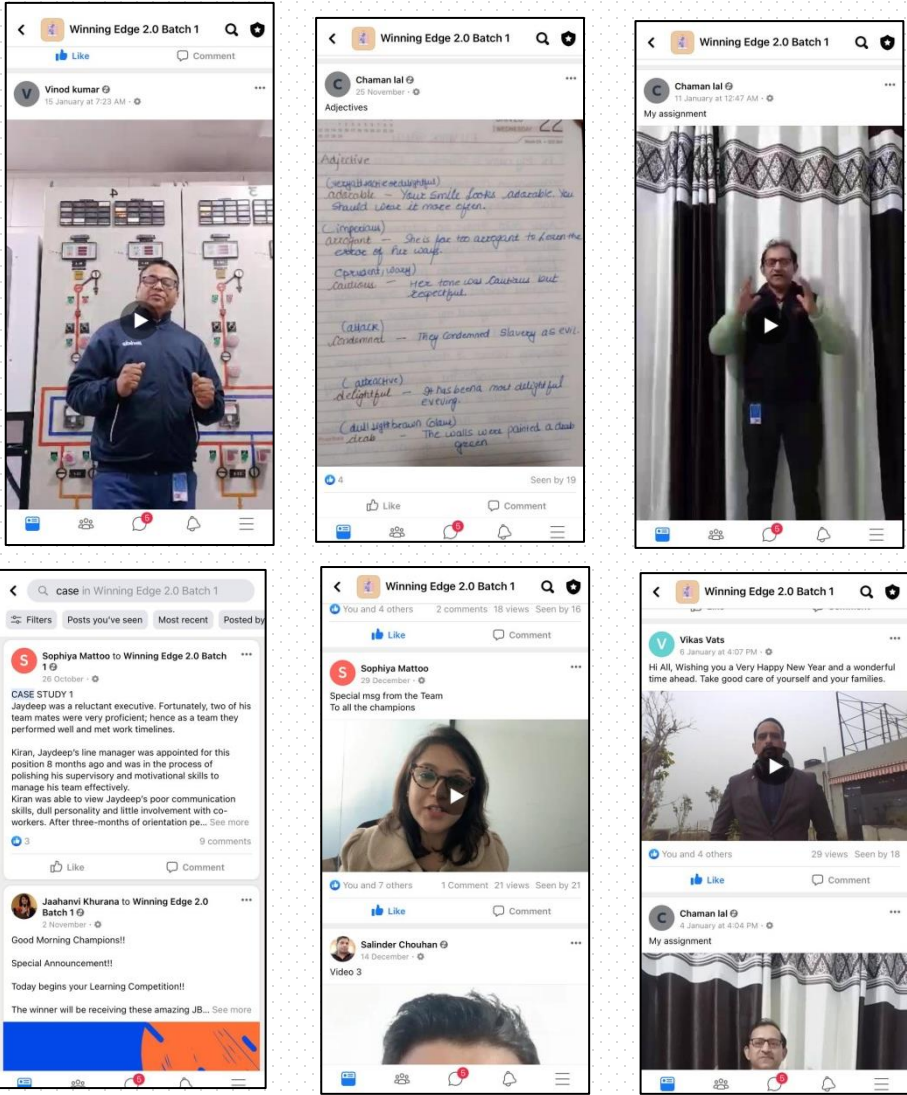


Post Training Learning Journey / IDP

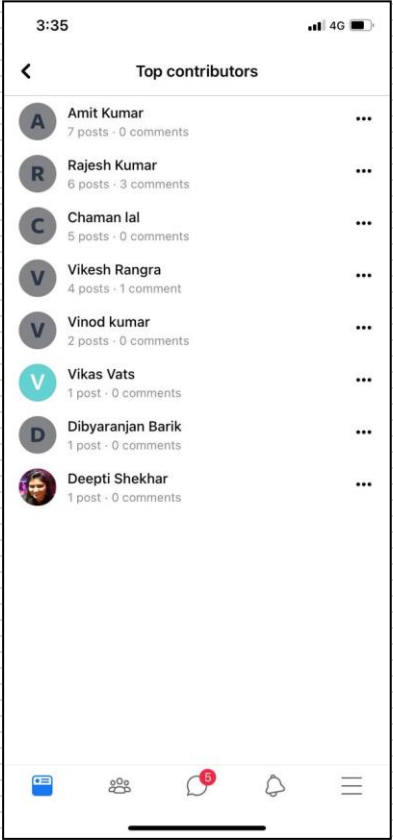


8 Weeks Gamified Learning Journey (Recommended)

Illustrative from Previous Successful Intervention



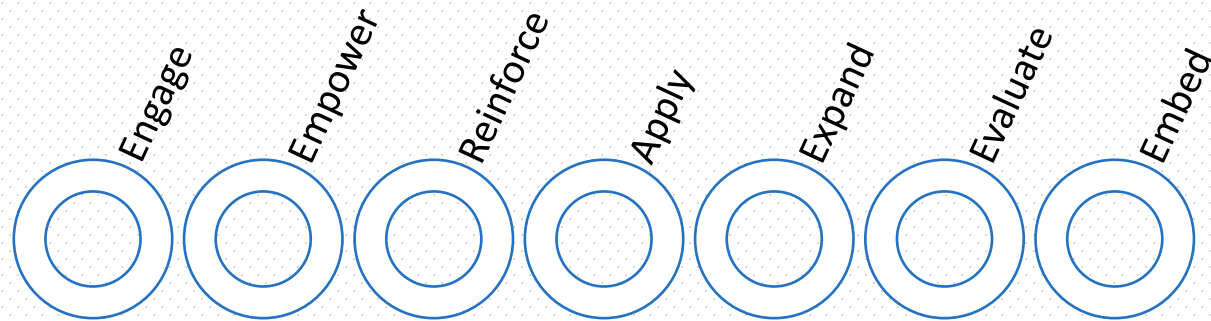
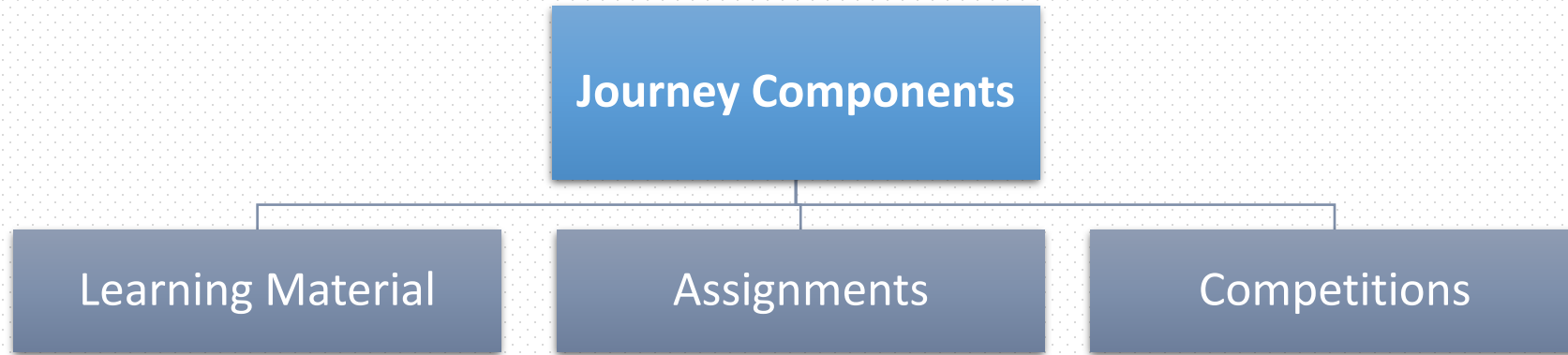
Strategic R&R



Engagement Insights

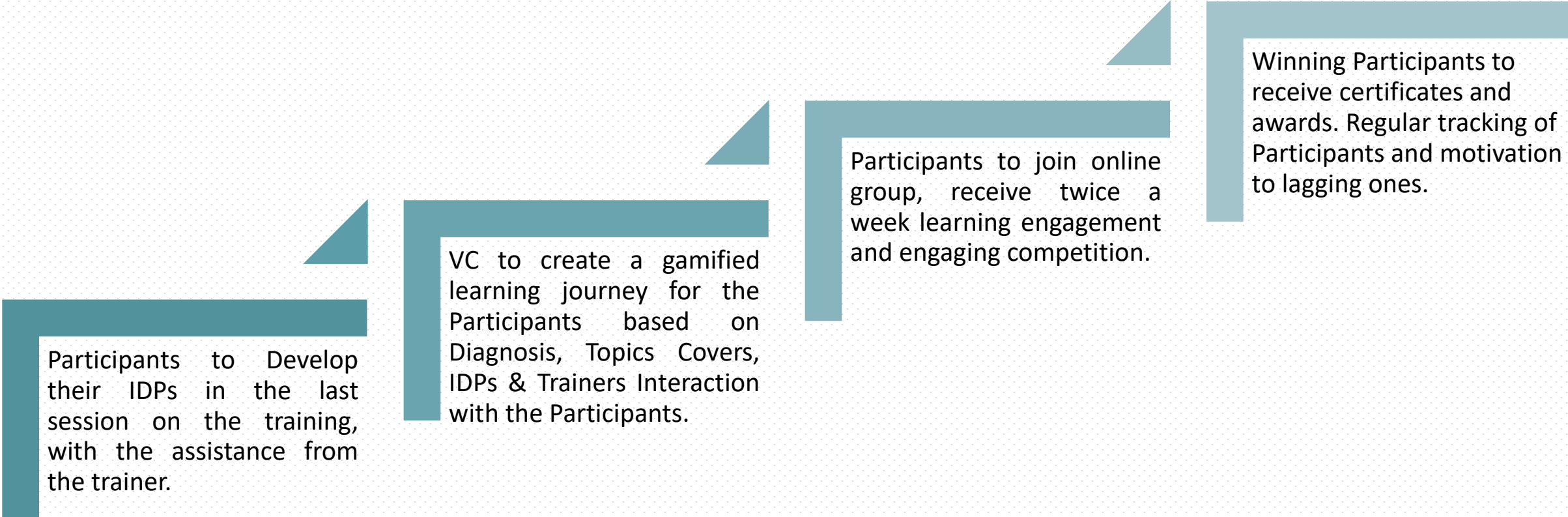
Learning Journey Tasks & Competitions

Learning Journey and IDPs – Design & Benefits



Benefits

Learning Journey and IDPs - Design



Participants to Develop their IDPs in the last session on the training, with the assistance from the trainer.

VC to create a gamified learning journey for the Participants based on Diagnosis, Topics Covers, IDPs & Trainers Interaction with the Participants.

Participants to join online group, receive twice a week learning engagement and engaging competition.

Winning Participants to receive certificates and awards. Regular tracking of Participants and motivation to lagging ones.

Online Journey : One of the Exercises from Past Client

Illustrative from Previous Successful Intervention



Capability Building IIFL Trainers



Vikas Vats shared a link.

March 10 at 4:47 PM · 🌐

Hi All, Happy to see you all here. Before we start with our IDP lets do something interesting. I am posting a Video, see it from 3 perspectives

- a) What makes it Engaging ?
- b) Verbal Underlining, any particular pronunciation you notice ?
- c) What's in it for You ?

Looking forward to your comments on these lines. Lets do it latest by Friday. Did I forget to mention, HE is the guy who is a trainer and makes Billions ?



Online Journey : Response on Exercise from One Participant

Illustrative from Previous Successful Intervention

A. What makes it Engaging?

1. He started off with introspective questions that were relatable to the audience for e.g., What's important in your life, What's the area in your life that you really want to improve etc.
2. He infused a small amount of humor into his speech that helped strengthen the connection between the speaker and them and left them with a good feeling about what he's sharing.
3. Made it personal- He drew from his own experience (homeless boy who was kicked out of his home by his own mother) to give the audience a relatable picture of what were his struggles and how he reached where he is today. Personal experience stories impact the emotions of the audience and they would love to listen to how you handled it.

Body Language and Tone of voice

1. Strong firm confident Voice with very effective voice modulations.
2. Used hand gestures to emphasize important points.
3. His tone of voice implied that he firmly believed in what he was saying which would make the audience want to believe in it too.

B. What's In it for me.

1. Choose the Pain of Discipline over the Pain of Regret
2. Participate in your own rescue, retool yourself!
3. It is not what happens because a lot of things happens to everybody, but it's what you do that changes everything.
4. Live in a "MUST" world, avoid using the work Should do it and opt to say and think that you MUST do it.
5. Change is automatic, it happens ... what is more important is how you Take Control over it. Take control of your life and drive it forward to success.
6. Progress is not about hoping that things will happen, it is about taking control and making sure it happens.
7. If you learn from your own experiences, the learning will be painful and slow, rather learn and feed your mind by reading inspirational success stories of others. (biographies)
8. The chokehold of any business is most powerfully affected by the psychology and skills of the leader. It starts with the leaders Psychology that is 80% ...the mechanics and strategies is only 20%,
9. Focus not on just gaining Knowledge but also learning how to execute it.

Learn to put yourself in the Right state of mind every day. Breakthroughs which could change the game for you...how do you do that...? condition your mind everyday by feeding your mind by an inspirational story, a role model etc. get it to a peak and steadily by following work rituals (set way of doing things) and slowly and steadily gain the momentum.

9. Be hungry for success...and if you are not hungry then be around someone who is hungry, and something will surely hit you.
 10. Anything that happens in life (Pain, challenges or opportunities) it happens FOR YOU. find out WHY and then set rituals to get going to achieve the momentum to get it done.
 11. Life doesn't happen to you. It happens FOR YOU.
 12. Even if you don't know the Final destination, you just have to move forward ... make some action ...take small steps to reach it and you will find success.
 11. If you want to lead, you need to keep thriving ... find ways and means to take it to the next level. to do things that other people are not doing ...To kill the fear in you and to achieve the things that you envisioned ...you need to keep thriving ...Take Massive action and if it doesn't work. then you need to try something else and keep trying different things till you find something that works.
 12. Modelling a successful person 's strategies and seeing what he does differently can also help.
 13. Without Problems, you will dead inside, Problems can either destroy you or call you to become something more.
 14. Ultimate breakthrough is not just about making things happen or getting things done, it is about connecting to something bigger than yourself, it's not about how fast you go, it's the DEPTH that you achieve.
- for eg: It's important that you just don't be with someone, you contribute by caring, showing interest, find some way to give love attention, joy and happiness.
- Life after all is not all about Me. It is about US.

C. Verbal Underlining

1. It's not what happens that determines the quality or quantity of life, but Rather what you do that changes everything.
 2. Change is automatic, but Progress is not.
 3. Overachievers are more afraid of what life would be if they don't follow through.
- Every learning point that he wanted to drive was verbal underlined.

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