



PERSONAL & PROFESSIONAL EFFECTIVENESS



Improving essential skills for workplace success, including time management, productivity, and problem-solving. Empowers individuals to set goals, manage conflicts, and perform optimally.

Learning Interventions Offered

1. Basic Corporate Etiquette	6. Escalation Handling Skills
2. Campus to Corporate	7. Enhancing Holistic Productivity
3. Effective Feedback Skills	8. Goal Setting for Teams and Individuals
4. Effective Question & Answering	9. The Power of Service No
5. Effective Decision Making	

1. Basic Corporate Etiquette

Overview - The Basic Corporate Etiquette program is designed to help participants navigate the professional workplace with confidence and respect. It covers the essential aspects of workplace etiquette, including effective communication, professionalism in appearance and behavior, and fostering respectful, inclusive interactions. The program also emphasizes workplace ethics, time management, punctuality, and the importance of networking and meeting etiquette. Additionally, it addresses conflict resolution, social media presence, and the value of collaboration and courtesy in maintaining a harmonious work environment.

2. Campus to Corporate

Overview - The Campus to Corporate program is designed to help recent graduates transition smoothly into the corporate world. It focuses on developing the necessary competencies for professional success, such as a success mindset, personal branding, and emotional intelligence. The program emphasizes the importance of building professional relationships, understanding business etiquette, and maintaining professionalism in the workplace. Participants will gain the tools and

knowledge to navigate the corporate environment with confidence, ensuring they make a positive impact in their new roles.

3. Effective Feedback Skills

Overview - The Effective Feedback Skills program is designed to equip participants with the tools and techniques needed to both give and receive feedback constructively in a variety of contexts. The program emphasizes the importance of feedback as a tool for growth and improvement, focusing on how to deliver feedback effectively and with empathy. Participants will learn how to receive and accept feedback in a positive way, build a culture of feedback within teams, and overcome common barriers that hinder effective communication. The program also addresses feedback strategies for continuous improvement, enabling participants to foster a supportive environment that encourages ongoing development.

4. Effective Question & Answering

Overview - The Effective Question & Answering program focuses on developing the skills needed to ask purposeful, clear questions and deliver well-structured answers. Participants will learn how to ask questions that drive meaningful conversations and enhance understanding, as well as how to listen actively to ensure accurate responses. The program also covers strategies for handling complex or difficult questions, using non-verbal communication effectively during Q&A sessions, and asking follow-up questions to deepen engagement. Additionally, participants will build confidence in public speaking to handle Q&A sessions with poise, clarity, and authority, fostering a more effective and interactive communication environment.

5. Effective Decision Making

Overview - The Effective Decision Making program is designed to help participants develop the skills needed to make informed, ethical, and impactful decisions in both personal and professional settings. It covers various decision-making models and strategies for identifying biases and cognitive traps that can skew judgment. The program enhances analytical thinking, problem-solving skills, and fosters both creative and critical thinking. Participants will learn how to align their decisions with organizational goals and values, balance short-term and long-term perspectives, and build confidence in their decision-making abilities. The program also includes applying decision-making frameworks to leadership scenarios and practicing ethical decision-making to ensure integrity in every choice.

6. Escalation Handling Skills

Overview - The Escalation Handling Skills program is designed to equip participants with the tools and techniques needed to effectively manage escalations in high-pressure situations. The program focuses on understanding the importance of proper escalation handling and explores various types of escalations. Participants will learn strategies for managing escalations, including communication skills tailored for escalation scenarios, problem-solving techniques, and conflict resolution methods. The program also emphasizes collaboration during escalations, the role of emotional intelligence in managing tense situations, and the importance of post-escalation reflection for continuous

improvement. By the end of the program, participants will be able to handle escalations calmly, constructively, and with confidence.

7. Enhancing Holistic Productivity

Overview - The Enhancing Holistic Productivity program is designed to help participants improve their overall productivity by focusing on both personal and professional growth. The program covers strategies for gaining clarity on priorities and mastering the art of prioritization and de-prioritization. Participants will learn how to build sustainable routines that support long-term productivity and foster self-awareness through reflection. The program emphasizes developing proactive mindsets, implementing practical tools and strategies for daily efficiency, and sustaining growth through accountability. By the end of the program, participants will be equipped to achieve higher productivity while maintaining balance and well-being.

8. Goal Setting for Teams and Individuals

Overview - The Goal Setting for Teams and Individuals program is designed to help participants master the art of setting and achieving goals at both personal and team levels. The program introduces the SMART goals framework, emphasizing the importance of clear, measurable, and time-bound goals. Participants will learn to differentiate between personal and team goals and understand how to align them with the organization's broader vision. The program covers strategies for collaborative goal setting within teams, balancing short-term and long-term goals, and overcoming common goal-setting challenges. Additionally, participants will explore methods for tracking progress, adjusting goals as needed, and the role of feedback in achieving success. By the end, they will create actionable plans and improve time management skills to ensure goal achievement.

9. The Power of Service No

Overview - The Power of Service No program is designed to help individuals and teams understand the importance of setting healthy boundaries while maintaining service excellence. Participants will explore the concept of saying "no" in service roles, learn to assess when it is appropriate to decline requests, and practice effective communication techniques for saying "no" without compromising relationships or professionalism. The program emphasizes assertiveness and empowers team members to set personal and professional boundaries in a way that promotes both well-being and high-quality service delivery. By the end of the program, participants will be equipped to balance service excellence with self-care, ensuring sustainable performance and healthier work dynamics.