

Brief Contents and Activity Plan for Two Day Training

DAY-1:

Session-I: Introduction of the participants and the resource person (Ice-breaker), and Introduction to Personal Grooming and Office Etiquette

Case Study 1: Image Makeover Dilemma (10 minutes discussion with the participants)			
Topics	Time Duration	Mode of delivery	Learning Outcomes
<ul style="list-style-type: none"> - Introduction of the participants - Introduction of the resource person 	20 minutes	General introduction One question from each participant, with a brief follow-up discussion	Assessment of how attentively the participants listen. How accurately they can recall the information
<ul style="list-style-type: none"> - Introduction - Understanding the basic concept of personal grooming and etiquette on personal image - The importance of first impressions in the workplace (and personal lives as well) - Orientation to the modules to be covered 	25 minutes	Lecture/Interactive session	To understand the basic concept of personal grooming and office etiquette

5 Minutes Activity: Shout-Out

Activity Description: A Shout Out is an activity that encourages participants to state what they already know or have learned by responding to a topic-related question or comment from the trainer. A Shout Out makes the whole group responsible for the number of responses needed. It also increases participant involvement, as well as critical thinking skills, because they need to come up with more than one right answer.

Possible Shout Outs:

- *Tell me three topic-related issues that are really important to you right now.*
- *With the person next to you, make up a question related to what you've been learning. Let's hear three of those questions.*
- *Think of a word or phrase that summarizes what you've learned so far.*
- *Tell me five things you have learned today that you didn't know before.*

Session-II: Maintaining A Neat and Tidy Appearance

Topics	Time Duration	Mode of Delivery	Learning Outcomes
<ul style="list-style-type: none"> - Grooming essentials and personal hygiene tips - Dress code guidance for different workplace settings 	25 minutes	Lecture/Interactive session	Participants will recognize the significance of maintaining a neat and tidy appearance in building a positive first impression and representing the organization's values.

5 Minutes Activity: Identifying suitable attire for various situations

Activity Description: The participants will be given different situations (Work-related and personal), and they will discuss suitable possible attires for those situations.

Session-III: Handling Introductions and Professional Networking Opportunities

Topics	Time Duration	Mode of Delivery	Learning Outcomes
<ul style="list-style-type: none"> - Techniques for making a positive first impression. - Strategies for effective networking and relationship building. 	30 minutes	Lecture/Interactive session	Participants will recognize the significance of making strong first impressions and cultivating professional relationships through effective introductions and networking.

10 Minutes Activity: Networking Simulation and Reflection

Activity Description: The purpose of this activity is for the participants to practice effective introductions and networking skills in a simulated environment, followed by a reflection session to discuss insights and strategies for successful professional networking.

Session-IV: Active Listening and Responding Appropriately

Case Study 2: The Misinterpreted Message (10 minutes discussion with participants)

Topics	Time Duration	Mode of Delivery	Learning Outcomes
<ul style="list-style-type: none"> - Developing active listening skills and techniques. - Understanding different response strategies in various workplace 	25 minutes	Lecture/Interactive session	Participants will grasp the concept and importance of active listening in effective communication and building strong professional relationships.

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20 Minutes Activity: Active Listening Pairs

Activity Description: The participants will practice active listening skills by engaging in focused one-on-one conversations with colleagues

Session-V: Role of Body Language in Professional Interaction

Topics	Time Duration	Mode of Delivery	Learning Outcomes
<ul style="list-style-type: none"> - Understanding non-verbal cues and their impact on communication. - Practicing confident body language and effective gestures. 	30 minutes	Lecture/Interactive session	Participants will grasp the significance of nonverbal cues, such as body language, facial expressions, and gestures, in conveying messages and emotions.

30 Minutes Activity: Nonverbal Communication Skits

Activity Description: The purpose of this activity is to explore the impact of body language on professional interactions through interactive skits that showcase different non-verbal cues and their interpretations.

Session-IV: Professional Written Communication Skills

Case Study 3: The Miscommunicated Memo (10 minutes discussion with participants)			
Topics	Time Duration	Mode of Delivery	Learning Outcomes
<ul style="list-style-type: none"> - Mastering email etiquette and memo writing. - Understanding Do's and Don't's of email communication. - Reviewing real-life examples and providing constructive feedback. 	40 minutes	Lecture/Interactive session	Participants will recognize the importance of effective written communication in conveying ideas, information, and messages in a professional context.

20 Minutes Activity: Email Scrutiny Activity

Activity Description: This activity provides participants with hands-on experience in crafting effective and professional emails. Through analysis, interactive exercises, and peer feedback, participants gain practical skills and insights that can be immediately applied to their workplace communication.

DAY-2:

Session I: Quick Review of Day-1 Contents

Session-II: Time Management and Prioritization

Topics	Time Duration	Mode of Delivery	Learning Outcomes
<ul style="list-style-type: none"> - Obstacles to effective time management - SMART Goal setting - Tools and Methods for effective time management - Eisenhower Matrix for task prioritization - Creating personalized time management plans 	60 minutes	Lecture/Interactive session	Participants will recognize the importance of time management in maximizing productivity, reducing stress, and achieving work-life balance.

30 Minutes Activity: Time Management Challenge

Activity Description: The purpose of this activity is to develop time management and prioritization skills by completing a series of tasks within a set time frame while making decisions about task importance and urgency.

Session-III: Managing Workplace Relationships and Building Rapport

Case Study 4: Navigating Team Dynamics (10 minutes discussion with participants)			
Topics	Time Duration	Mode of Delivery	Learning Outcomes
<ul style="list-style-type: none"> - Building positive relationships with colleagues, superiors, and subordinates. - Rapport building techniques 	30 minutes	Lecture/Interactive session	Participants will recognize the importance of positive workplace relationships in fostering collaboration, productivity, and a supportive work environment.

Session-IV: Conflict Resolution and Professionalism

Case Study 5: The Project Prioritization Dilemma (10 minutes discussion with participants)			
Topics	Time Duration	Mode of Delivery	Learning Outcomes
<ul style="list-style-type: none"> - Conflict management styles - Dealing with conflicts and difficult situations in a professional manner 	30 minutes	Lecture/Interactive session	Participants will recognize the importance of addressing conflicts promptly and constructively to maintain a harmonious work environment.

30 Minutes Activity: Conflict Resolution Role-Play Scenarios

Activity Description: The purpose of this activity is to develop conflict resolution skills and professionalism through interactive role-play scenarios that simulate common workplace conflicts.

Session-V: Seeking Feedback and Professional Development

Topics	Time Duration	Mode of Delivery	Learning Outcomes
<ul style="list-style-type: none"> - Encouraging a culture of feedback and continuous improvement. - Techniques to give and receive feedback graciously 	30 minutes	Lecture/Interactive session	Participants will recognize the significance of seeking feedback as a tool for personal and professional growth.

20 Minutes Activity: Constructive Feedback Exchange

Activity Description: The purpose of this activity is to develop the skill of seeking and providing constructive feedback in a supportive and respectful manner, fostering a culture of continuous improvement in the workplace.

Session-VI: Balancing Work-Life Integration and Maintaining Well-being

Topics	Time Duration	Mode of Delivery	Learning Outcomes
<ul style="list-style-type: none"> - Strategies for achieving a healthy work-life balance. - Identifying signs of burnout and stress management techniques. 	30 minutes	Lecture/Interactive session	Participants will recognize the concept of work-life integration and its importance in maintaining overall well-being.

Session-VII: Ethics, Diversity, and Inclusivity at Workplace

Case Study 6: The Promotion Predicament (10 minutes discussion with participants)

Topics	Time Duration	Mode of Delivery	Learning Outcomes
<ul style="list-style-type: none"> - Understanding the importance of ethical behaviors and confidentiality. - Embracing diversity and fostering inclusivity in the workplace. - Discussion on ethical dilemmas and diversity challenges. 	30 minutes	Lecture/Interactive session	Participants will recognize the importance of ethical behavior in fostering a positive work environment and maintaining trust and integrity.

Session-VIII: Wrapping up.

- Summary and review of topics
- Key takeaways from the workshop
- Q & A session
- Final thoughts and action plan