



Behavioural Training



Faculty:

Akanksha Bhargava is an NLP specialized Trainer and has extensive industry corporate experience in conducting trainings for Corporates as an HR in MNC's like Mphasis, HGS, Kumon, Airtel and more. She has invented various methods and techniques with a team of HR to bring effective communication to reality and also create win-win situations to retain trained talent and various gap bridging between the employees and employers expectation setting and communication with positive disciplining.

She has been awarded as the Best Work Culture place in India in educational Centers in 2021 by Korean firm called Daekyo. Silicon India has awarded her Best NCR Woman Owned startups 2022 in June.

Training Coverage

Verbal Communication

- How to others to listen to you....
- As a leader, ask yourself what is the message I would want my audience to receive?
- Consider appropriate language
- Aim to build rapport with you audience

	<ul style="list-style-type: none"> • Practice what you preach and lead by example. • Aim to actively listen to those in your team, seeking and acting on feedback. • Drive the activity or project with your presence. • Create Visibility - talk to team members, discussing issues, offering advice... etc....
Listening	<ul style="list-style-type: none"> • Listening Is an Overlooked Leadership Tool --- “What do you think?” • Highlights On – • Internal Listening – Your own Thoughts, worries and priorities • Focused Listening • 360 Degree Listening.... This is where the Magic happens.....
Business Etiquette and Personal Grooming	<ul style="list-style-type: none"> • Looking the Part – Kind of dressings • Sounding the part – Right tone of Voice • Smelling the part – Body Odour • Body Language – Facial expressions, Eye, Hand, Posture.... • Dinning Etiquette • Business Etiquette • Social Etiquette • Telephone Etiquette • Email Etiquette • Meeting Etiquette
Conflict Resolution Process	<p>Steps :</p> <p>How to Resolve a Conflict</p> <p>Step #1: Identify Stakeholders. ...</p> <p>Step #2: Ignore, Manage, or Resolve. ...</p> <p>Step #3: Compete or Collaborate. ...</p> <p>Step #4: Select Goals. ...</p> <p>Step #5: Listen, Empathize, and Validate. ...</p> <p>Step #6: Ask Questions. ...</p> <p>Step #7: Identify a Solution and Agree on a Plan. ...</p>

	<ul style="list-style-type: none"> • Continue to Monitor and Follow Up on the Conflict. <p>Conclusion.</p> <p>How to practice conflict management as a leader</p> <p>Assess the situation. A leader's responsibility in conflict management is to find a resolution as quickly as possible.</p> <p>...</p> <p>Only intervene when necessary. ...</p> <p>Create guidelines. ...</p> <p>Recognize causes of conflict. ...</p> <p>Work together with conflicting team members. ...</p> <p>Stay neutral.</p>
Managing Emotions	<ul style="list-style-type: none"> • Learn to respond instead of react. ... • Focus on what you can control. ... • Figure out what's important NOW. ... • Know that you can handle anything... • Change the meaning you give to "negative" events.
Interpersonal Communication	<ul style="list-style-type: none"> • Thinking Form • Vocal Form • Written Form
Communicating effectively at work place	<ul style="list-style-type: none"> • Be honest. People won't be open to those they don't trust, and this is especially true when it comes to leadership. ... • Get personal. ... • Be specific. ... • Focus on the leave-behinds. ... • Keep an open mind. ... • Listen. ... • Read between the lines. ... • Speak to groups as individuals.
Managerial Development	<ul style="list-style-type: none"> • establishing trust, • cultivating leaders, • discerning vision,

	<ul style="list-style-type: none"> • implementing plans and transitioning out
Leadership development	<ul style="list-style-type: none"> • Self-development. ... • Team development. ... • Strategic thinking and acting. ... • Ethical practice and civic-mindedness. ... • Innovation.
Self-Development	<ul style="list-style-type: none"> • Actively Improve Self-Awareness – The Emotional Intelligence Quotient • Enhance Communication Style and Technique • Learn to Show Greater Degrees of Empathy • Develop Skills in Motivating Self and Others – Ability x Motivation = Performance. • Invest Time in Mentorship and Coaching • Improve Change Leadership Capability • Manage Anxiety Through Better Wellness Activities - Mind and Body

Training Highlights:-

- Provided Training in 200+companies
- 1000+ Trainings Provided
- 95% Positive Feedback & 100% Practical Training
- Multi Industry Training Experience
- Training provided to all age groups (18 - 60+ yrs.)
- Training provided to all levels (Top level management to executive level)

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Some organizations which have benefited from our learning and capability development programs :

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MERITT LEARNING CENTER

[Training Division]

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