

COACHING AND MENTORING



Dr. Shailesh Thaker
Coach

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Objective

To provide theoretical inputs and application oriented perspective for developing leaders of the organization.

To develop platform for creating system driven organization instead of person driven organization.

To provide framework and assistance to implement SOP of the organization

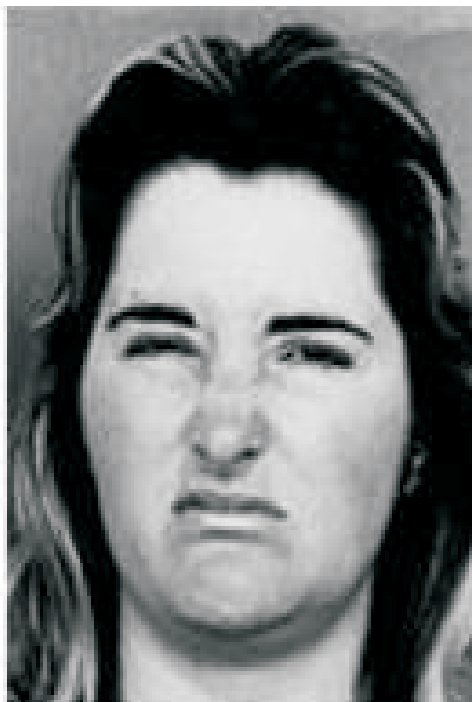
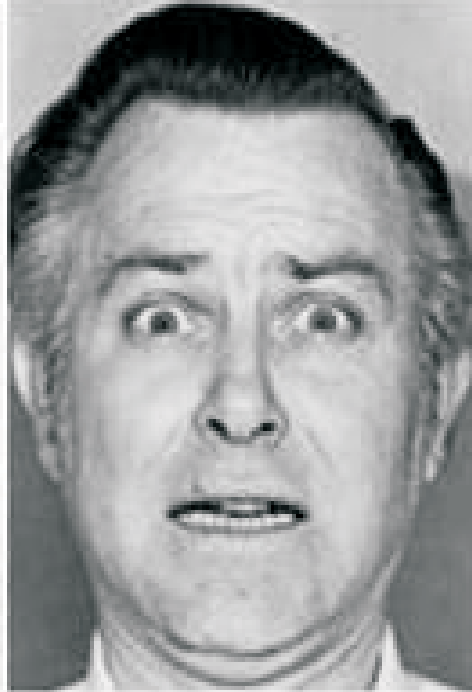
Presentation aimed at increasing operational efficiencies and expanding functional

Goals. (Areas of SOP will be HR, HRD, Purchase, Accounts, Sales, and P & A and Quality & MIS.

To develop competent leader in the organization with soft skills and attitude.

To build up value driven organization.

Becoming The In-house Mentor



Total Quality Person

Persuasive Communication,
Selling and Negotiation

The Art and Science of Win/Win

Barriers in Communication

Know Thyself

Gestures: The Language of Your
Body

The Art of Listening

Effective Listening Practices

The Philosophy of Sales

The Sales Process

Excellence in Service

Attributes of a Successful Sales
Person

Preparing a Benefits Oriented
Presentation

Example of a FAB presentation

FAB Presentation with Creative
Benefits

10 Questions to Build
Extraordinary Selling Power

Customers are King

A Strategy for Effective Selling

Tarp Statistics



6 O's of the Market

Market Potential

Flow-Sheet of Conventional
Marketing Operation

Flow-Sheet of Marketing by
Creating Needs

Reasons for Continuous
Transactions

The Concept of Negotiation

The Elements of Negotiation

The Art of Asking Questions

The Need Theory of Motivation in
Negotiation

Evaluating Your Negotiating
Character

Evaluating Your Negotiating Skills

Evaluating Your Negotiating Styles

Evaluating Your Negotiation
Personality

Principled Negotiation
Understanding the Others'
Point of View/Perceptions

Handling Conflict

Preparing for Negotiation

SCORE CARD
January 2007

	L _{ABOUR}	N _{ATIONAL}	G _{REENS}
Climate change caused by human activity is real	✓	✓	✓
NZ must pull its weight, even if trading partners don't	✓	✗	✓
Greenhouse gas concentrations must be kept at safe levels	—	✓	✓
Solutions must be fair to all countries	—	—	✓
Has firm policies to reduce transport emissions	✗	✗	✓
Has firm policies to reduce agricultural emissions	✓	✗	✓
Has firm policies to increase forested area	✓	✓	✓
Has firm policies to reduce electricity emissions	✓	✓	✓
Supports a price on carbon across the economy	✗	✓	✓
Supports binding international agreements	✓	✗	✓
Committed to NZ measures being socially just	✓	—	✓

✓ stated policy — no stated policy
 ✓ promising discussion ✗ policy will make things worse

Score Card

The score card is a measure of systems of an organization. The score card is based on the following assumptions and takes into consideration the research based understanding gained in the last two decades.

The level of the organization is indicated by the following factors:

- System of the organization.
- Competencies of the team.
- Culture of the organization.
- Values of the organization.
- Business linkages of HRD.
- HR policies & framework of the organization.
- Quality standards followed by the organization.

The seven devices consisting of the SOP in the organization. All the seven dimensions are assessed using above rating system before, during and after the program by the participant.



Case studies

Outcome

Participants will be equipped for handling the following issues within the organization:

- a. Design and implementation of SOP specific to one function of your organization.
- b. Develop HR policies framework of the organization.
- c. Evaluation of existing HR & HRD Policy of the organization, intervention and HRD Audit.
- d. Departmental level evaluation and corrective measures.
- e. Design strategies to achieve business goals.
- f. Hand-holding for online queries, post training, for 11 weeks after end of Phase II.
- g. Identify strengths and weaknesses of each department by using multiple methods.

Manual

Participants will be provided with learning manual for personal productivity and SOP designing.

CD back up

Master CD will be given to all the participants for action plan, feedback and recap



Certification

Conducting SOP, submission of assignments, online queries, workshop performance, and feedback of trainer, presentations, interviews and feedback will lead to a “CERTIFICATE OF PROFESSIONAL CEO IN THE ORGANISATION” by the ICKI, CANADA and CETYS, USA. Global partners are working effectively in 60 countries.



FOR WHOM:

Middle level managers(3 to 7 years experience)

Techniques :

Brain storming, case study, experiential, Exercises, Ice breaking, Discussion and Learning by doing.

Time:

9-00 A.M. to 5-30 P.M.,

Language:

English.

DAY :

WORKING DAY

Mentor :

Dr. Shailesh Thaker
(Management Educator)

Schedule

Time	Program
9-00 a.m. to 9-30 a.m.	Micro lab
9-30 a.m. to 11-00 a.m..	Module-1
11-00 a.m. to 11-15 a.m.	break
11-15 a.m. to 12-45 p.m.	1Module-2
12-45 a.m. to 1-00 p.m.	recap and points to ponder.
1-00 p.m. to 2-00 p.m.	lunch
2-00 p.m. to 3-30 p.m.	Module-3
3-30 P.m. to 3-45 p.m.	break
3-45 P.m. to 5-15 p.m.	Module-4
5-15 P.m. to 5-30 p.m.	Final plan of action.
5-30 p.m. to 6-00 p.m.	Closing formalities.

About Dr. Thaker

Dr. Thaker is the world renowned management thinker and motivational speaker on organisational behaviour and development. He is the CLO of Knowledge inc. highly reputed training firm, which always helps organisations to achieve international benchmark. Dr. Thaker as a management guru is always in demand as a keynote speaker, business coach and training guru for the management and training conferences.

Dr. Thaker has benefited 17 countries by 1340 workshops and has motivated millions of professionals to achieve professional and personal goals. He has contributed 20 years in this field and has conducted nearly 11,240 hours of training sessions across the globe. He is PH.D in Cognitive thinking (India) and International Training Fellow (USA).

Dr. Thaker was inspirational and exceeded the highest expectations of the audience. His words were moving and inspiring to everyone including myself. He truly deserved the standing ovation that everyone gave him.

Asif Iqbal, Manager, Institute of Quality Control, Pakistan.

Well read and well experience motivator .His research on human behaviour is of par excellence level .Most of the time Dr. Thaker got standing ovation at the end of the conference.

Beena Handa , Vice President,(HRM), CLARIS.

Dr. Thaker With participants of Pakistan Society & Educational Development



Registration Form

To

KNOWLEDGE INC.

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We are nominating following persons for the program.

- 1.
- 2.
- 3.
- 4.
- 5.
- 6.

Draw a cheque / Demand draft in favour of Knowledge Inc. payable at Ahmedabad.

Name of the organisation :

Contact Person :

Phone : Fax :

E-mail :

Website :