Master Corporate Training Library

NEW UPDATE

Now with 7 Training Kits & Additional One Day Leadership Program

1. 52+ TOPICS / 3000+ SLIDES
2. 50+ PDFS FOR SOFT SKILLS
3. 80+ MANAGERIAL FILES
4. 70+ CASE STUDIES
5. 25 SUPPORTING DOC FILES
6. PAID LEADERSHIP EBOOKS
7. ADDITIONAL LEADERSHIP KIT

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Now, Master Corporate Training Library is a Collection of 7 Training Kits

NEW PRODUCT

Train The Trainer Kit

Soft Skills Training Kit

New Manager Training Kit

Leadership Training Kit

Sales Training Kit

Organisational Dynamics Training Kit

Training Needs Analysis Kit

And it has been designed for..

ICARIANS

For -

- Corporate Trainers
- Training Managers
- HR Professionals
- Leadership and Management Trainers
- Organisational Developement Coaches
- Operations and Quality Managers
- Aspiring Trainers and Managers
- Freelance Training Consultants
- Training and Development Departments

50+ TRAINING TOPICS AND BONUSES

WITH AVERAGE 50+ SLIDES IN EACH TOPIC

Let's Look inside each Training Kit

Train The Trainer Kit

1

For Corporate Trainers, **Aspiring Trainers** and Training Departments

1	**17+ FOLDERS / 130+ SLIDES / 2 SECTIONS**
2	**TRAINER'S NOTES AND GUIDES FOR EACH SESSION**
3	**FORMS, CHECKLISTS, QUESTIONNAIRES**
4	**PRE AND POST TRAINING DOCUMENTS, EBOOKS, CASE STUDIES**

This Training Kit is divided in 2 Sections

1. TTT - Sessions

Consist of 9 Folders which covers the TTT Presentations with Trainer's Guides and Trainer's Notes for Each Slide to Train the new or Aspiring Trainers.

2. Trainer's Toolkit

Consist of 9 Folders which covers the tools, questionnaires, methods, forms, checklists, activities, case studies to empower trainers with knowledge and tools they can use while delivering the training.

Key Highlight

Every Module comes with minimum 20 Slides, Trainer's Guide and Trainer's Notes for each slide.

Yes you heard that right, **For Each Slide**.

Let's look at the content of both sections

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Section 1 - Train the Trainer Kit

📁 **1. Introduction**

📁 **2. Training Fundamentals**

📁 **3. Training Design and Planning**

📁 **4. Delivery Techniques**

📁 **5. Training Evaluation & Feedback**

📁 **6. Trainer Development**

📁 **7. Tools and Templates**

📁 **8. Practical Activities & Case Studies**

📁 **9. Training Needs Analysis**

Section 2 - Trainer's Toolkit

📁 1. Pre and Post Training Documents

📁 2. Forms, Checklists, Questionnaires

📁 3. 15+ Methods and Methodologies

📁 4. 25+ Guides on Engagement

📁 5. 15+ Training Models

📁 6. 40+ Stories with Trainer's Notes

📁 7. 70+ Corporate Case Studies in PPT

📁 8. 100+ Activity Worksheets

📁 9. E-books and Reading Materials

Soft Skills Training Kit

For Soft Skills Trainers

2

Exclusively Designed to
Train Junior and Mid Level employees

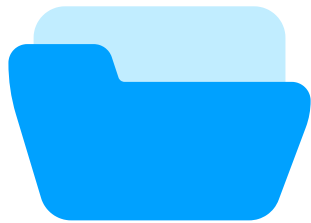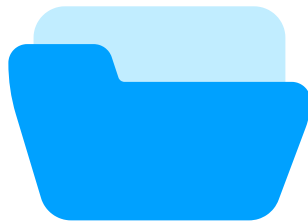| 1	11 SOFT SKILLS TOPICS WITH OVER 600+ SLIDES
2	TRAINING CHECKLISTS & PRE TRAINING QUESTIONNAIRE
3	WITH MODULE SPECIFIC ACTIVITIES, ROLEPLAYS
4	TNA TEMPLATES WITH TRAINING EVALUATION FORM

This Kit Holds
11 Folders

And Each Folder holds 7
Exclusive Files

And The 11 Folders are..

Soft Skills

Business Communication

Facilitation Skills

Presentation Skills

Interpersonal Skills

Personality Development

Personal Productivity
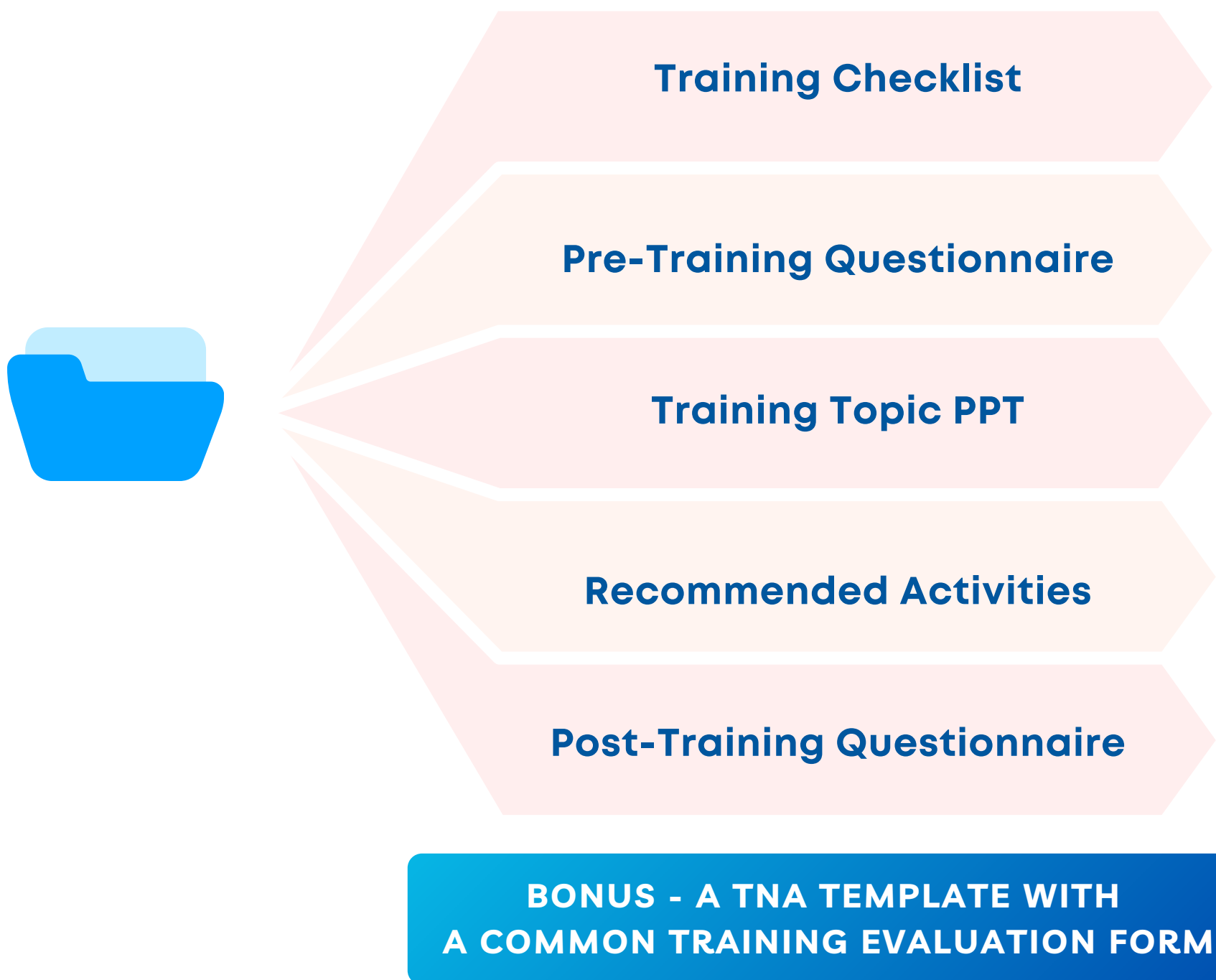
Negotiation Skills

Team Building & Goal Setting

Time Management

Managing Stress at Work

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Each Folder contains
Topic Specific Training Files

Training Checklist

Pre-Training Questionnaire

Training Topic PPT

Recommended Activities

Post-Training Questionnaire

**BONUS - A TNA TEMPLATE WITH
A COMMON TRAINING EVALUATION FORM**

Let's look at some screenshots -

New Manager Training Kit

Designed to train New & Aspiring Managers

3

For Corporate Trainers and Training Managers

1	17 MANAGERIAL TOPICS
2	TRAINING RESOURCES
3	FORMATIVE ASSESSMENTS
4	TRAINER'S NOTES
5	PRE ASSESSMENTS
5	POST TRAINING EVALUATION
5	25 SUPPORTING DOC FILES

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Instead of 17 Topics

Now This Kit Holds
17 Folders

"Plus 3 Additional Support Files Folders"

And Each Folder holds Exclusive Files

And the 17 Folders are -

1. 360 Degree Feedback

2. Coaching and Mentoring

3. Customer Handling

4. Decision Making

5. Effective Meetings

6. Employee Absenteeism

7. Employee Motivation

8. New Manager

9. Problem Solving

10. Selling Professional Services

11. Telesales

12. Change Management
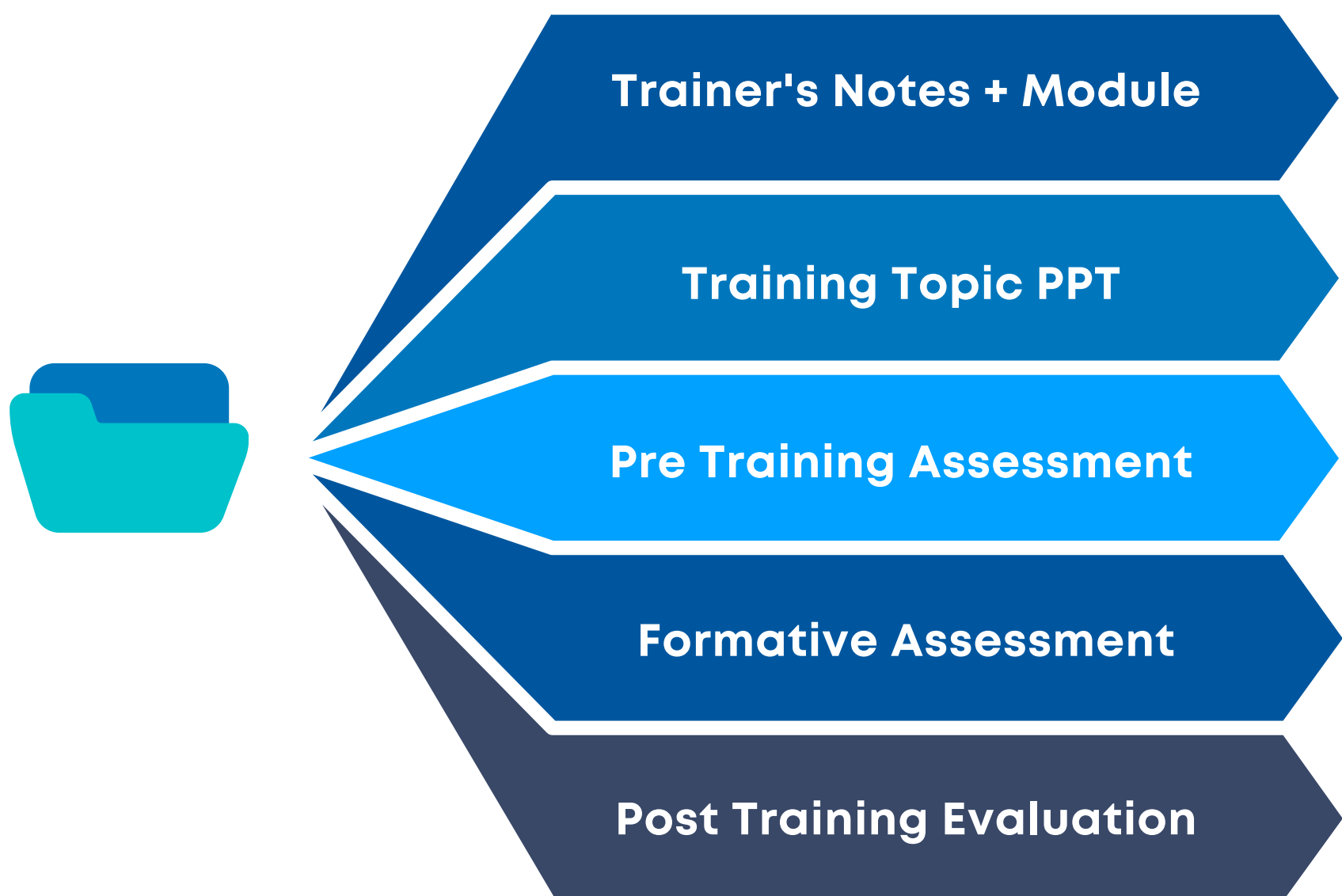
13. Conflict Management

14. Project Management

15. Quality Management

16. Strategic Management

17. Strategic Measurement

Each Folder contains 5 Specific Training Files -

- Trainer's Notes + Module
- Training Topic PPT
- Pre Training Assessment
- Formative Assessment
- Post Training Evaluation

ALONG WITH 3 ADDITIONAL FOLDERS

Value Addition Resources

NEW UPDATE

- Leadership Styles Role Play
- The Marshmallow Challenge
- Blindfold Activity
- Empathy Mapping
- Feedback Circle
- Grow Model Practice
- Leadership in Crisis
- Leadership Journaling
- Leadership Skill Auction
- Situational Leadership
- Storytelling for Leaders
- Survival Simulation
- SWOT Analysis Workshop
- Values Based Decisions
- Vision & Values Exercise

- 50 Activities for Developing Critical Thinking
- 50 Activities for Developing Management Skills
- 50 Activities for Emotional Intelligence
- Diversity and Inclusion Activities.
- Enthusiasm and Attitude Activities.

Leadership
Training Kit

4

For
Corporate Trainers and Training Managers

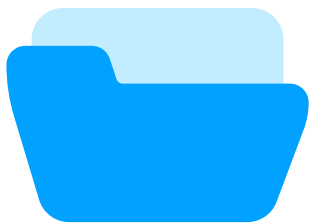| 1	LEADERSHIP PPTS	4	PAID LEADERSHIP EBOOKS
2	TRAINING RESOURCES	5	THEORIES & ACTIVITIES
3	CORPORATE EXAMPLES	5	70+ CASE STUDIES
5	25 SUPPORTING DOC FILES		

This Leadership Kit Holds 6 Folders

And Each Folder holds specific Leadership Training Files

And The 6 Folders are..

Leadership PPTs

Training Resources

Corporate Leaders
Examples

Leadership Theories

Leadership Ebooks

Detailed Activities
Collection

📁 1. Leadership PPTs

1. Leadership (82 Slides)
2. Leadership Influence (80 Slides)
3. Leadership Delegation (66 Slides)
4. Change Leadership (72 Slides)
5. Change Management (73 Slides)
6. Strategy Culture & Leadership (69 Slides)
7. Leadership Theories (25 Slides)
8. Leadership Styles (33 Slides)
9. Conflict Management (68 Slides)
10. Strategic Management (53 Slides)

📁 2. Training Resources

1. Pre Training Questionnaires
2. 2 day Sample Leadership Training Module
3. Instructional Plan
4. Activity Sheets for Participants
5. Leadership Styles
6. Identifying Leadership (Questionnaire)
7. Post Training Questionnaire
8. Training Evaluation
9. Training Feedback Form
10. TNA Template

📁 3. Examples of Corporate Leaders

- Elon Musk with Spacex
- Howard Schultz, Starbucks
- Indira Nooyi, PepsiCo
- Jeff Bezos, Amazon
- Marry Barra, General Motors
- Paul Polman, Uniliver
- Satya Nadella, Microsoft
- Steve Jobs, Apple
- Azim Premji, Wipro
- Ritesh Agarwal , OYO

- Tim Cook, Apple
- Sundar Pichai, Google
- Ratan Tata, TATA Group
- Rajiv Bajaj, Bajaj Auto
- Sanjiv Mehta, Unilever
- Mukesh Ambani, Reliance
- Anand Mahindra, Mahindra
- Vineet Nayar, HCL
- Uday Kotak, Kotak Mahindra
- Naina Lal, HSBC

📁 4. Theories with Applications

- Authentic Leadership
- Contigency Theory
- Distributed Leadership
- Attribution Theory
- Behavioral Leadership
- LMX Theory
- Great Man Theory
- Level 5 Theory
- Participative Leadership

- Path Goal Theory
- Servant Leadership
- Situational Leadership
- Trait Theory
- Transactional Theory
- Transformational Theory

📁 5. Paid Leadership E-books

- Act like a Leader, Think like a Leader (153 pages)
- Active Training (priced above ₹4000 on Play Books) (413 pages)
- Decision Making pocket book (112 pages)
- Leadership Training Activity Book (336 pages)
- Leadership on the Go (108 pages)

📁 6. Detailed Activities

- Leadership Styles Role Play
- The Marshmallow Challenge
- Blindfold Activity
- Empathy Mapping
- Feedback Circle
- Grow Model Practice
- Leadership in Crisis
- Leadership Journaling
- Leadership Skill Auction
- Situational Leadership
- Storytelling for Leaders
- Survival Simulation
- SWOT Analysis Workshop

- Values Based Decisions
- Vision & Values Exercise

- 50 Activities for Developing Critical Thinking
- 50 Activities for Developing Management Skills
- 50 Activities for Emotional Intelligence
- Diversity and Inclusion Activities.
- Enthusiasm and Attitude Activities.

Organisational Dynamics Training Kit

5

For
Corporate Trainers and Training Managers

1   12 ORGANISATIONAL TOPICS

5   25 SUPPORTING DOC FILES

2   DETAILED PRESENTATIONS

3   EDITABLE FILES

4   70+ CASE STUDIES

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This Kit Holds
12 Organisational
Dynamics Presentations

Organisational Dynamics

Sales
Training Kit

For Sales Trainers, Leaders and Sales Managers

6

Exclusively Designed to
Train Junior and Mid Level employees

1   **OVER 100 SLIDES**

2   **TRAINER'S NOTES AND SCRIPTS FOR EACH SLIDE.**

3   **WITH MODULE SPECIFIC ACTIVITIES, ROLEPLAYS**

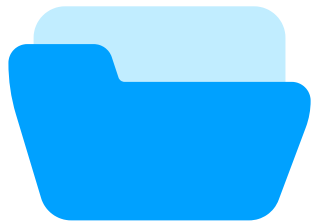**4**   **OBJECTIONS HANDLING & SALES TECHNIQUES GUIDES**

This Sales Training Kit Holds 11 Folders

And Each Folder holds specific Sales Training Files

And The 11 Folders are..

Training Module & PPT
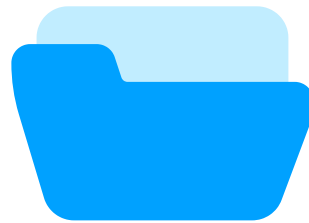
Module 1

Module 2

Module 3

Module 4

Module 5

Module 6

Module 7

Sales Techniques

Objections Handling

Training Assessments

Key Highlight

❖

Entire Module comes with Trainer's Notes and Trainer's Scripts for Each Slide.

Yes you heard that right, **For Each Slide**.

Let's get to the details.

Training Content Folders

📁 1. Modules & Main Presentation

1. A short 3 hour Training Module
2. A detailed 2 Day Training Module
3. Training Presentation of over 100+ slides

📁 2. Introduction to Sales

1. Trainer's Guide
2. Specific Activities for Module 1
3. Trainer's Notes of each Slide 1 to 10

📁 3. Understanding Customers

1. Trainer's Guide
2. Specific Activities for Module 2
3. Trainer's Notes of each Slide 11 to 25

📁 4. Sales Techniques & Tools

1. Trainer's Guide
2. Specific Activities for Module 3
3. Trainer's Notes of each Slide 26 to 40

📁 5. Prospecting & Lead Generation

1. Trainer's Guide
2. Specific Activities for Module 4
3. Trainer's Notes of each Slide 41 to 50

📁 6. Closing Sales and Follow up

1. Trainer's Guide
2. Specific Activities for Module 5
3. Trainer's Notes of each Slide 51 to 65

📁 7. Personal Development

1. Trainer's Guide
2. Specific Activities for Module 6
3. Trainer's Notes of each Slide 66 to 73

📁 8. Workshop Wrap up

1. Trainer's Guide
2. Specific Activities for Module 7
3. Trainer's Notes of each Slide 74 to 80

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Knowledgeable Guides for Sales conversations

📁 9. Sales Techniques & Strategies

12 Detailed Guides on different Sales Techniques and Strategies like Spin Selling, Solution Selling, Value based selling, Neat Selling, ABS Selling and more.

📁 10. Objections Handling

10 Detailed Guides with examples on Objections Handling like Price & Budget objections, Trust Objections, Authority Objections, Timing Objections and more.

📁 11. Training Assessments

1. Pre Training Assessment
2. Formative Assessment
3. Post Training Assessment

Training Needs Analysis Kit

7

For Corporate Trainers, HRs and Training Managers

Designed to Train Trainers and Managers

35+ Slides   **08** Sections

WITH DETAILED TNA DOCUMENTS

Package Includes

❖

35+ Slides

White labelled and completely **Editable**

Along with -

- **Trainer's Guide for 90 minutes session**
- **Detailed Trainer's Notes for Each Slide**
- **Sample TNA Template**
- **Sample Training Evaluation Form**
- **TNA Form**
- **TNA Process Checklist**
- **TNA Questionnaire**
- **Methods of Training Needs Identification**

Let's look at some screenshots

PPT Content Topics
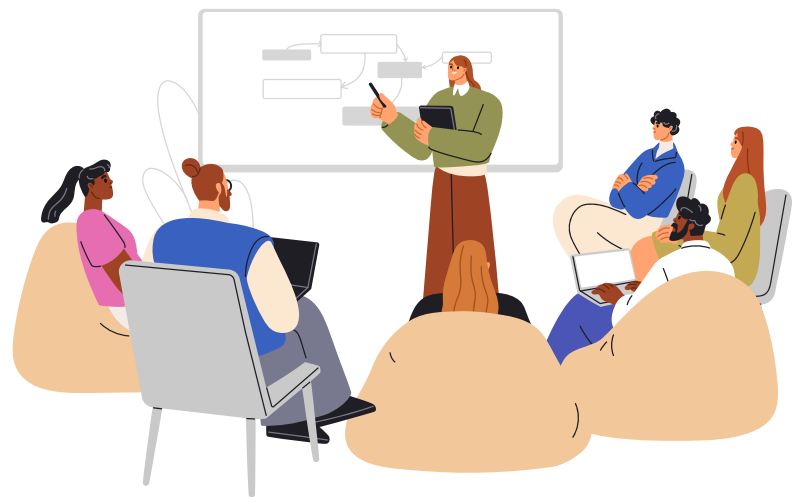
Now The Additional

One Day Pre-Designed Leadership Training Program Content

A Pre-Designed, One Day

Leadership Training Content

8

Exclusively Designed to
Train Managers and Leaders in **Logistics**

1	50+ SLIDES
2	DETAILED TRAINER'S NOTES FOR EACH SESSION
3	DISCUSSION NOTES, STORYTELLING WITH INSTRUCTIONS
4	INTERACTIVE DECISION MAKING GAME

Key Highlight

Entire Module comes with Trainer's Notes and Trainer's Scripts for Each Slide Session.

Yes you heard that right, **For Each Slide**.

Let's get to the details.

📁 1. Program Overview

One Day Detailed Program Outline

📁 2. Program PPT

Leadership Program Presentation - 52 Slides

📁 3. Detailed Scripts for Each Session

11 Detailed files for Each Session.

📁 4. Trainer's Notes for Each Session

8 Specific files covering each session

📁 5. Discussion Notes for Each Session

6 Specific files covering each session

📁 6. Case Studies in Storytelling Format

5 Storytelling activities with Trainer's notes

📁 7. Decision Making Games

2 interactive and Detailed Decision Making Games

Let's Look at some Screenshots

Of the Entire Content

Session Objectives -

By the end of this session, participants will:

- Learn how to streamline processes for efficiency.
- Understand effective delegation techniques.
- Apply process mapping to optimize workflows.

For Master Trainers

Tracking and Alignment Techniques

KPIs & Metrics

Track performance indicators (e.g., on-time deliveries, inventory turnover).

Progress Reviews

Weekly check-ins and quarterly assessments.

Realtime Dashboards

Use tools like SAP, Oracle, or Power BI for visibility.

Feedback Loops

Regular team discussions to course-correct.

Self-Awareness

Emotional Intelligence

Resilience

Decision-Making Skills

Developing Leadership Qualities

Leadership Styles Overview

Style	Key Traits	Best For
Autocratic	Direct Control, Clear Authority	Crisis Management
Democratic	Team involvement, Collaboration	Innovation and Engagement
Transformational	Visionary, Inspires Change	Organisational Growth
Servant Leadership	Empathy, Team First Approach	Employee Engagement & Morale

t Resolution
sitive
ace Culture

5 →

01 Lead by Example

02 Empower Teams

03 Encourage Open Dialogue

04 Set Clear Expectations

Building Trust and Accountability

Example: Microsoft's culture shift under Satya Nadella, fostering a growth mindset and team accountability

Final Objections

L	Listen
A	Acknowledge
E	Explore
R	Respond

amework
e last
tions
omers.

Designed with Creativity and Elegance

Follow up Matters

Builds Long-term Relationships

Ensures Customer Satisfaction

A strong hope for Future Sales

59

Building Authenticity In Sales

1. Be Genuine
2. Admit when you don't have answer
3. Be consistent
4. Align your values with customer
5. Show long term commitment

20

Buyer Personas

Let's Explore →

Let's Recap - |

Module 1	Module 2	Module 3	Module 4
Understanding the Sales Process	Importance of customer centric selling	Effective Communication, Consultative Selling	Cold Calling and Leveraging Networks

74

Personalized Action plan

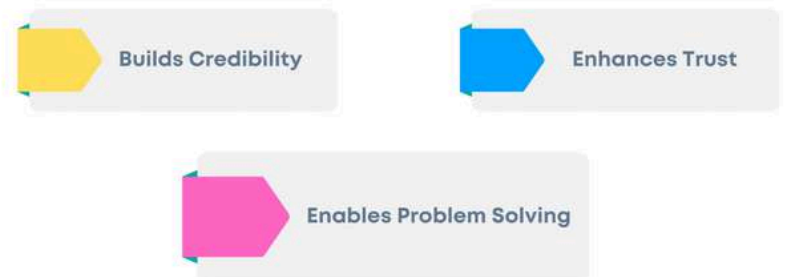| 1	2	3
What resonated with you the most?	What improvements you think you need?	Setting Smart Goals

76

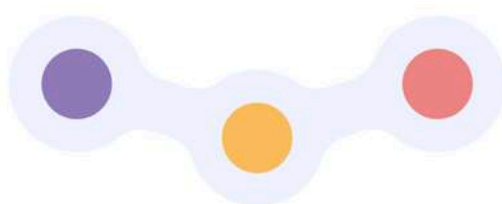## Why Product Knowledge Matters

Builds Credibility

Enhances Trust

Enables Problem Solving

Sales Mindset

Growth Mindset

Positive Attitude

Staying Resilient

What is Prospecting..!

The process of identifying and qualifying potential customers for your product or service.
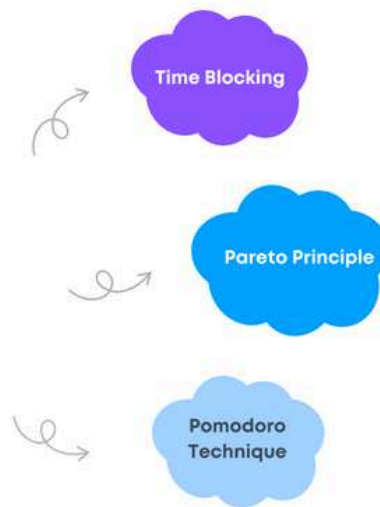
41

And For Professionals

Handling Rejections Positively

In sales, rejection is a part of the process. Not every customer will say ok and that's Okay.

"When faced with rejection, thank the customer for their time, maintain professionalism, and leave the door open for future conversations."
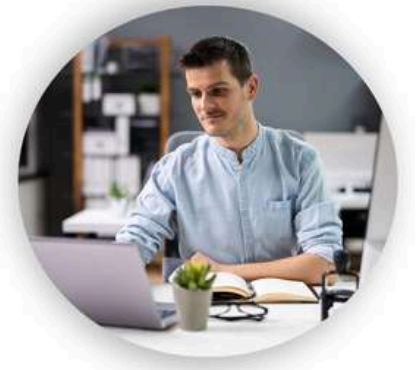
64

Cold Calling & Outreach Techniques

Let's Explore →

More Time Management Techniques

Time Blocking

Pareto Principle

Pomodoro Technique

69

Impact of Good service on Sales

- Positive Referrals
- Brand Reputation
- Customer Retention
- Increased Sales
- Feedback and Improvement

25

Effective Questioning

Open Ended Questions

Clarifying Questions

Probing Questions

...erstanding ...e Sales ...rocess

Importance of customer centric selling

Effective Communication, Consultative Selling

Cold ...and Le... Net...

37

Closing Techniques

Assumptive Close

Urgency Close

"When would you like the delivery to begin"?

"The Offer is only valid for today."

51

Handling Final Objections

Apply LAER Framework to address the last minute hesitations offering customers.

- **L** Listen
- **A** Acknowledge
- **E** Explore
- **R** Respond

Why Conduct TNA

1. Enhances efficiency.
2. Boosts employee morale
3. Keep supportive environment

Clean and Exclusive

Step 6 - Develop a Training Plan

Methods

Content

Resources

Example: Role-playing for customer service.

Step 3 - Collect Data

Methods -

- Surveys and questionnaires.
- Interviews.
- Observations.
- Performance metrics.

SWOT Analysis

Skills Matrix

Gap Analysis Template

Feedback Mechanisms

Tools For TNA

Interactive Quiz.

What's the first step in TNA?

Collect data

Define objectives

Analyze data

• Loading...

Real Life TNA Example

Retail Sales Decline

Observation

Lack of Upselling

Sales Training Workshop

Solution

Challenges in TNA
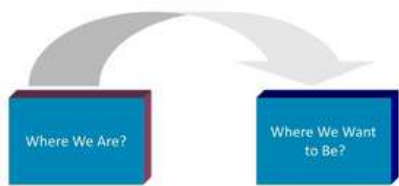
1. Resistance to change.
2. Incomplete data.
3. Time constraints.

Tool - 2

Skills Matrix

Employee	Skill A	Skill B	Skill C
Employee 1	Expert	Intermediate	Beginner
Employee 2	Beginner	Expert	Intermediate

With diagrams

Where We Are? → Where We Want to Be?

The Transition

Current Situation → Transition → New Situation

Need to take the new way

Need to let go of the old

What is Strategy?

Where Are We Going?

How Are We Going To Get There?

Where Are We Now?

Do We Need Strategy?

CHANGE

Market Conditions
Technology
Political & Legislative Conditions
New Opportunities
Evolving Customer Needs
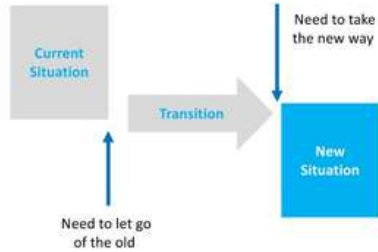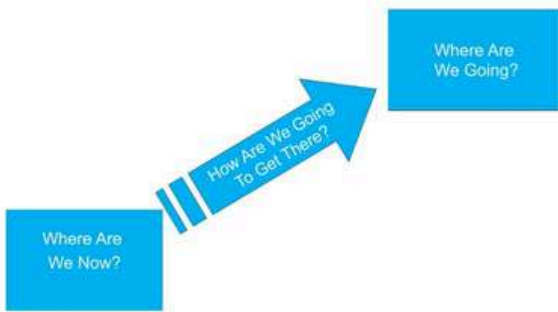
Visioning

Formalize the Need for Change

Identify Issues & Potential Consequences

Develop Alternative Solutions

Choose the Appropriate Vision

Formalize the Vision

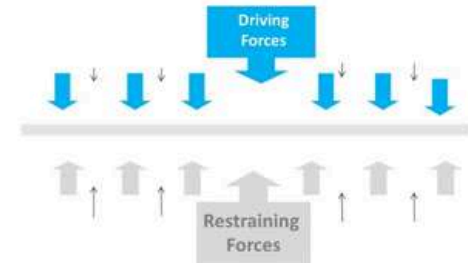## Formalize the Need for Change

- What is leading the change?
  - Economic Pressures
  - Technology
  - Customer Satisfaction
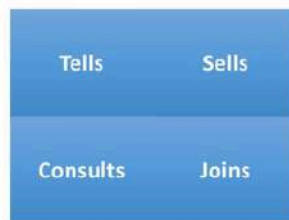
- What is the purpose of the organization?

- What key result areas are desired?

Leadership Styles

Tells | Sells
Consults | Joins

Leadership Styles - Tells

- The Leader Identifies the Problem
- Chooses a Decision and Announces this to the Group
  - Decomposition of strategy into distinct steps
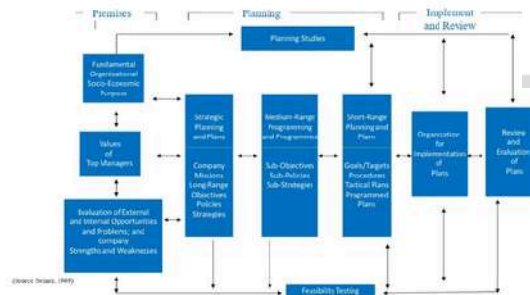 - Responsibility resides with the CEO

The Planning School

The Positioning School

- Strategy Formation as an **Analytical Process**
- Strategies are generic - based on analysis
- Strategies are identifiable positions in the marketplace

Influence Zones

Preference Zone

Indifference Zone

Legitimate Zone

Influence Zone

Non-Influence Zone

Influence Zone

Preference Zone
- Leadership behavior which targets behavior and activities that the employee enjoys doing and that which the employee would probably perform with a request

Re-Balancing The Equilibrium

Driving Forces

Restraining Forces

Re-Balancing The Equilibrium

Driving Forces
- What are the main forces driving the change?

Restraining Forces
- What are the main forces that could stop the change from happening?

Personal Productivity - Benefits

Individual

Team

Organization

Personal Productivity - Benefits

- Benefits accruing to the individual include:
  - Increased motivation
  - Decreased stress
  - Achievement of objectives
  - Reward and recognition

Personal Productivity - Benefits

- Benefits accruing to the team include
  - Better working environment
  - Faster achievement of objectives
  - Recognition and reward
  - Motivation

and Infographics

Movement

Closing

Preparation

Start of the Process

Open → Probing → Closed

End of Process

Using the funnel technique the questioner moves to get very specific information & controls the conversation

The Inverted Funnel Technique

Start of Process

Closed → Open → Probing → End

Using the inverted funnel technique the questioner moves to open the conversation up and get very specific information & again controls the conversation

Exploring

- This is a very inclusive style
- The key factor is the movement towards a position of mutual benefit
- It uses listening, questioning and summarizing techniques to ensure inclusivity
- It may be interpreted as 'nosey' if used constantly

Stress & Personality Types

Perfectionist · Helper · Achiever
Artist · Observer · Supporter
Optimist · Leader · Mediator

Stress & Personality Types

- Perfectionist
  - Idealistic and Conscientious
  - Stress occurs when work doesn't meet their high expectations
- Helper
  - Caring and Attentive

Any Adjustment Affects All

Cost — Time

Planning

Planning

- How we plan affects our personal productivity
- Planning ranges

The Presenter

First Impressions
Non-verbal Communication
Voice
Face
Eyes
Gestures
Bad Habits

Managing First Impressions

- For a presenter - the first impression an audience has is dependent upon two main attributes
  - Appearance
    - Grooming
    - Clothes
    - Surroundings

Clarity of Goals
Metrics
Linkages
Alignment

Clarity of Roles

Clarity of Roles
Responsibilities
Linkages
Development

Clarity of Expectations

Clarity of Expectations
Organization
Supervisors

The Presenter
Preparation
Presenting
Visual Aids

Presentation Skills and the Organization

- Presentations are a part of most managers' lives in today's organizations
- For internal presentations
  - Valuable method for communication
- For external presentations
  - Contribute to corporate image
  - Valuable method for communication

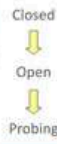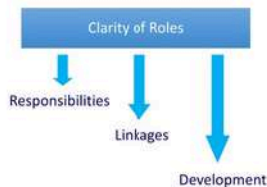 It is crucial that personnel can present professionally

Presentation Skills and the Organization

- An organization which has poor capability for effective presentations can be damaged because of:
  - Loss of a very effective communication tool

Personal Productivity - Benefits

Individual
Team
Organization

Personal Productivity - Benefits

- Benefits accruing to the individual include:
  - Increased motivation
  - Decreased stress
  - Achievement of objectives
  - Reward and recognition

Personal Productivity - Benefits

- Benefits accruing to the team include
  - Better working environment
  - Faster achievement of objectives
  - Recognition and reward
  - Motivation

Designed with Creativity and Elegance

Train The Trainer

Training Fundamentals

01

Why Training Fundamentals Matter

- Understand adult learning principles.
- Adapt to diverse learning styles.
- Balance content delivery and engagement.

Andragogy - Principles of Adult Learning

The method and practice of teaching adults.

Focuses on self-directed, problem-centered learning.

Builds on the learner's prior knowledge and experiences.

Principles of Andragogy

- Self Direction & Autonomy
- Self Direction & Autonomy
- Relevance to real-life challenges
- Goal-oriented approach

How to apply Andragogy

- Use workplace scenarios for context.
- Include real-life problem-solving activities.
- Empower learners to set their goals.

Essential Trainer Qualities

- Facilitator
- Communicator
- Motivator
- Observer
- Evaluator

Key Traits: Empathy, adaptability, expertise, confidence

Understanding Learning Styles

V **A** **R** **K**

Visual: Diagrams, charts

Auditory: Discussions, lectures.

Read/Write: Handouts, notes.

Kinesthetic: Role-plays, hands-on practice.

Create Inclusive Training Content

ACTIVITIES

MODULE 1

Activities for Module 1: Introduction to Sales Basics

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Activity 1: Icebreaker – "Sales in Everyday l

Quick 3 Hours Training Module

Mastering Sales

For Training Jr. And Mid Level Employees

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Module Overview:

3-Hour Sales Workshop Outline for Junior and Mid-Level Employees

Pre Training Assessment

Sales Training

For Managers and Leaders

- □ B. Weekly
- □ C. Monthly
- □ D. Rarely

- Question 2: What sales methodology do you primarily use?
- □ A. Solution Selling
- □ B. Consultative Selling
- □ C. SPIN Selling
- □ D. Other (please specify): _____

Sales Training Module 4

Trainer's Guide

With Instructions, Timings, Recommended Activities etc.

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Trainer's Guide

Module 4: Prospecting and Lead Generation

Module Overview:

SPIN

SELLING TECHNIQUE

Trainer's Guide

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Objection Handling

Price and Budget Objections

For Training Jr. And Mid Level Employees

1. Price and Budget Objections

Key Strategies for Handling Price and Budget Objections:

1. Acknowledge the Objection: Show that you understand ai with the customer's concern.

Example: "I completely understand that budget is a key con
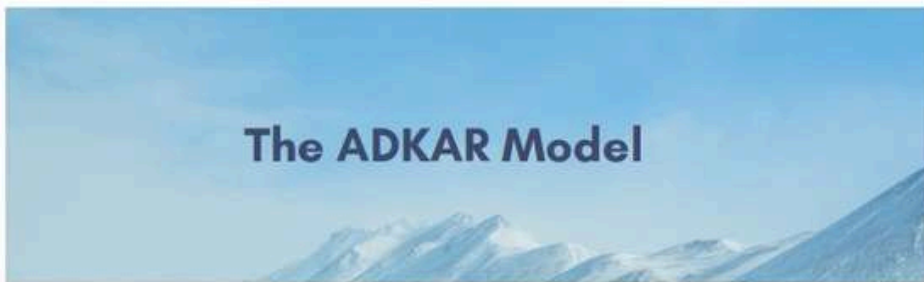
Feedback Circle

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Objective

To practice giving and receiving constructive feedback in a supportive environment, thereby improving feedback skills and fostering a culture of openness and continuous improvement.

Duration

1.1.5 hours

## The ADKAR Model

The ADKAR Model

The ADKAR Model is a change management framework developed by Jeff Hiatt, founder of Prosci Inc., in the late 1990s. It is designed to help organizations and individuals navigate change effectively by focusing on the key elements necessary for successful change adoption at the individual level.

History:

The ADKAR Model was developed based on research conducted by Prosci Inc. into the common factors influencing successful change initiatives. Jeff Hiatt recognized the need for a structured approach to address the human

## Values-Based Decision Making

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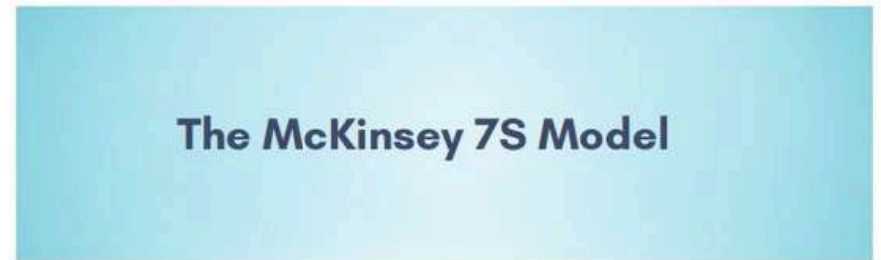
The McKinsey 7S Model

The McKinsey 7-S Model

The McKinsey 7-S Model is a management framework developed by Tom Peters and Robert Waterman at McKinsey & Company in the late 1970s. It identifies seven internal factors that are essential for organizational effectiveness and performance. The model emphasizes the interdependence and alignment of these elements to achieve strategic objectives. Here's a detailed explanation of each component:

1. **Strategy**: This element refers to the organization's overall direction and approach for achieving its goals. It includes strategic objectives, plans, and initiatives to create a competitive advantage in the marketplace.

2. **Structure**: Structure pertains to the organization's formal framework of roles, responsibilities, and reporting relationships. It defines how activities are coordinated, decisions are made, and resources are allocated within the organization.

3. **Systems**: Systems encompass the processes, procedures, and workflows that support the execution of organizational activities. This includes information systems, performance management systems, and operational processes designed to achieve strategic objectives.

4. **Shared Values:** Shared values represent the core beliefs, principles, and cultural norms that guide behavior and decision-making within the

Storytelling for Leaders
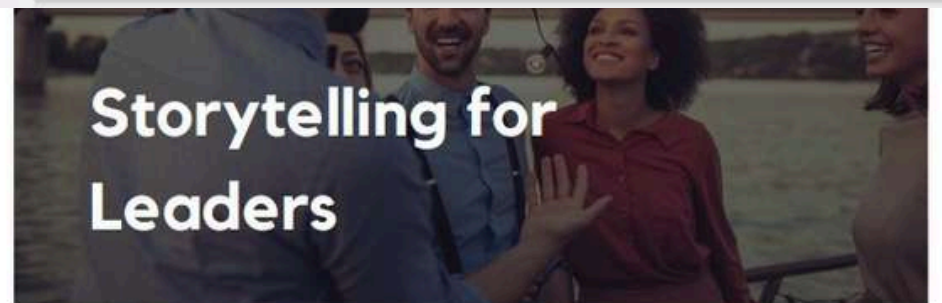
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Objective

Enhance storytelling skills to inspire and engage teams by effectively conveying leadership lessons or visions.

Duration

1 hour

Pre & Post Training Documents

Document 1: Pre-Training Questionnaire

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PRE-TRAINING QUESTIONNAIRE

INSTRUCTIONS: The questions below highlight key interviewing points. Consider the questions and write your answers in the space provided.

1. What are two things you may look for when reviewing resumes?

2. Why are job descriptions important?

3. What can you do at the beginning or your interview to put your candidate at ease?

4. (T or F) If candidates get off the subject, you should allow them to continue because they could tell you something you may not have been able to solicit using your preplanned questions.

5. Should you take notes during the interview?

6. Is it legal to ask a job candidate where they were born if you detect an accent in their voice?

7. What is the best predictor of future behavior?

Document 2: Training Flow Chart

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Training Flow Chart

9555 07 9555

support@icarians.net

ICARIANS

1

Document 3: Training Agenda - Sample

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Sample Training Agenda

Place Logo
Institution
Title of Training
Location

Trainer(s): Name(s)

Training Coordinator: Name

Materials Provided

1.
2.
3.
4.

Learning Objectives

Upon completion of this program, the trainee will be better able to:
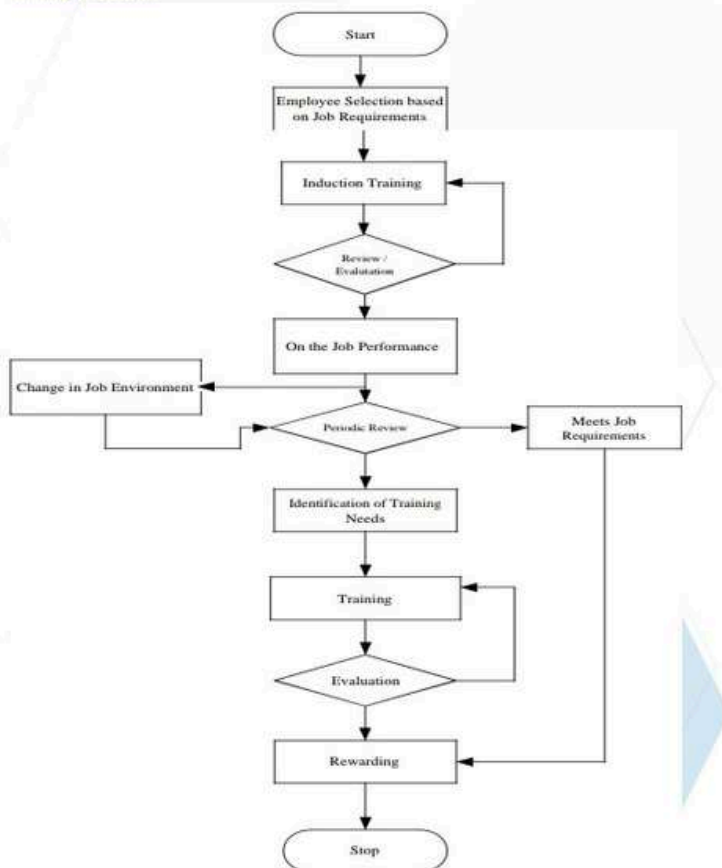
Distinguish ...

Identify ...

Describe ...

9555 07 9555

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Document 4: Training Needs Analysis Questionnaire

1

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Training Needs Analysis Questionnaire

Name of Employee: _____

Department: _____

General

1. Are you a new employee or a long-standing employee of the company? _____

2. How long have you been in your **present** job? _____

Confirmation of Current Duties

3. Do you have a Job Description for your job? — Yes — No (Go to Q 6)

4. Is your job accurately described in the Job Description? — Yes (Go to Q 14) — No

5.A If no, what extra duties do you do that need to be added to your Job Description? _____

5.B What duties are no longer part of your job and can be deleted from your Job Description?

Checklist for
Soft Skills Training

This checklist can be used to ensure that key components are included when planning and conducting a soft skills training program.

Checklist:

1.	Pre Training Preparation
☐	Clearly defined training objectives and goals.
☐	Identification of the target audience and their specific needs.
☐	Analysis of participants' current soft skills proficiency
☐	Customization of training content based on participants' roles and industry.

2.	Module Planning
☐	Selection of specific soft skills areas to be covered (e.g., communication, teamwork, adaptability).
☐	Development of relevant case studies and real-world examples.

Checklists & Questionnaires

PRE TRAINING
QUESTIONNAIRE
Soft Skills

A set of 15 objective-type questions for a pre-training questionnaire on soft skills, each with four options. Participants can choose the most appropriate option based on their self-assessment.

Communication Skills

1. How would you rate your verbal communication skills?

☐ Excellent
☐ Good
☐ Fair
☐ Needs Improvement

2. In written communication (emails, reports), how confident are you?

☐ Very Confident
☐ Confident
☐ Somewhat Confident
☐ Not Confident

3. How effective are your listening skills in understanding others?

☐ Very Effective
☐ Effective

POST TRAINING
QUESTIONNAIRE
Soft Skills

A set of 15 objective-type questions for a post-training questionnaire on soft skills, each with four options. Participants can choose the most appropriate option based on their experience and learning in the training.

Communication Skills

1. How has the training impacted your verbal communication skills?

☐ Significantly improved
☐ Improved

Training Needs Analysis Template

An example of a Training Needs Assessment (TNA) for a Soft Skills session. This can be adapted based on the specific requirements and context of your organization:

Training Needs Assessment (TNA) - Soft Skills Session

Organisation Name:	
Department	
Objective	The objective of this TNA is to identify the soft skills development needs within [Department/Team] to enhance overall team effectiveness and individual performance.
Number of Participants:	
Roles/Positions	

Current Skills

PLAY
Recommended Games or Activities

Soft Skills Training

Incorporating games and activities into soft skills training can enhance engagement and skill retention. Here are some recommended games and activities for soft skills training in organizations:

Escape Room Challenge

Objective	How
Develop teamwork, problem-solving, and communication skills.	Create a simulated "escape room" scenario where teams must solve puzzles and complete tasks within a set time. This encourages collaboration and quick thinking.

Business Simulation Games

Objective	How
Improve decision-making, critical thinking, and strategic planning.	Use business simulation games that replicate real-world scenarios. Participants make business decisions, analyze outcomes, and adapt their strategies based on results.

Formative Assessment

Employee Absenteeism

For Managers and Leaders

Participant Information:

- Name:

- Position:

- Department:

- Date:

Section 1: Scenario-Based Questions

Leadership Styles Role-Play

Objective

The Leadership Styles Role-Play activity aims to help participants

Training Module with Trainer's Notes

Quality Management

For Managers and Leaders

Module Overview

This training module aims to equip managers and leaders with the essential skills and knowledge needed for effective quality management.

The module covers the principles, methodologies, tools, and best practices to ensure high-quality standards in organizational processes and outcomes.

Training Agenda

1. Introduction to Quality Management

  - Definition and Importance

Pre Training Assessment

Sales Training

For Managers and Leaders

Participant Information:

- Name:

- Position:

- Department:

- Years of Experience in Sales:

Objective:

This pre-training questionnaire aims to assess the current knowledge, skills, and attitudes of participants regarding sales practices. The information gathered will help tailor the training program to meet the specific needs and expectations of the attendees.

GROW Coaching Model Practice

Objective

Develop coaching and mentoring skills using the GROW model, enabling participants to effectively guide their peers through work-related challenges.

Duration

1.5-2 hours

Forms & Documents

Name of Employee:

Department:

General

1. Are you a new employee or a long-standing employee of the company?

2. How long have you been in your **present** job?

Confirmation of Current Duties

3. Do you have a Job Description for your job? Yes   No (Go to Q 6)

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5.A If no, what extra duties do you do that need to be added to your Job Description?

5.B What duties are no longer part of your job and can be deleted from your Job Description?

Job Analysis

6. Describe the tasks you regularly perform that are critical to carrying out your job effectively.

7. Describe the type of equipment you are required to use (for example, keyboard, machinery, tools of trade, etc.).

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Detailed Notes for

Training Needs Analysis

Notes for Each Slide

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Trainer's Notes

Slide 1: Title Slide

Script:

A	PLANNING	YES	NO	COMMENTS
1.	Schedule informal meeting	?	?	
2.	Review questions	?	?	
3.	Conduct informal interview	?	?	
B	PERFORMANCE ANALYSIS	YES	NO	COMMENTS
1.	Identify Problem			
1.1	What task needs improvement?	?	?	
1.2	What is required performance?	?	?	
1.3	Who is responsible for this task?	?	?	
1.4	Where does this problem appear?	?	?	
1.5	When does this problem appear?	?	?	
1.6	When did this problem first appear?	?	?	
1.7	What impact does it have?	?	?	
1.8	What relevant changes have occurred?	?	?	
1.9	What is the difference between good and poor performance?	?	?	
1.10	What has been done to solve the problem?	?	?	
1.11	Should I speak to anyone else?	?	?	

The content was organized and easy to follow.

The materials distributed were helpful.

This training experience will be helpful in my work.

The training facilitator was well prepared.

The training objectives were met.

The training was completed in the allotted time.

The training materials were suitable and easy to understand.

Thank you for taking the time to participate in t

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Training Needs Analysis Questionnaire

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Department:

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Job Analysis

6. Describe the tasks you regularly perform that are critical to carrying out your job effectively.

We value your input and feedback.

PRE-TRAINING QUESTIONNAIRE

To Understand the Expectations and Knowledge

Purpose: To understand the expectations and existing knowledge of participants regarding the upcoming leadership training.

Instructions: Please select the option that best represents your current understanding or expectations.

Ebooks and Activities

Leadership in a Crisis

Activity Sheets for Trainees

ACT LIKE A LEADER, THINK LIKE A LEADER

HERMINIA IBARRA

HARVARD BUSINESS REVIEW PRESS

The Leadership Training Activity Book

Lois B. Hart, Ed.D., and Charlotte S. Waisman, Ph.D.

Foreword by JAMES M. KOUZES

50 EXERCISES FOR BUILDING EFFECTIVE LEADERS

Training Needs Analysis Template

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Training Needs Assessment (TNA) - Soft Skills Session

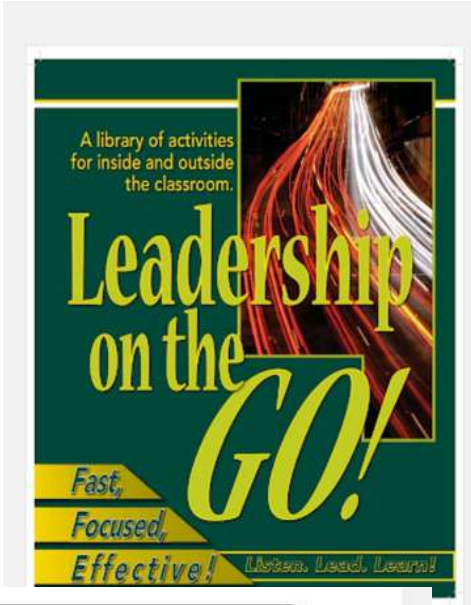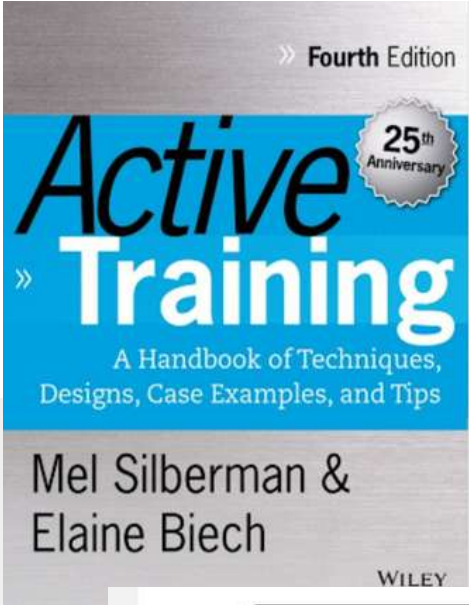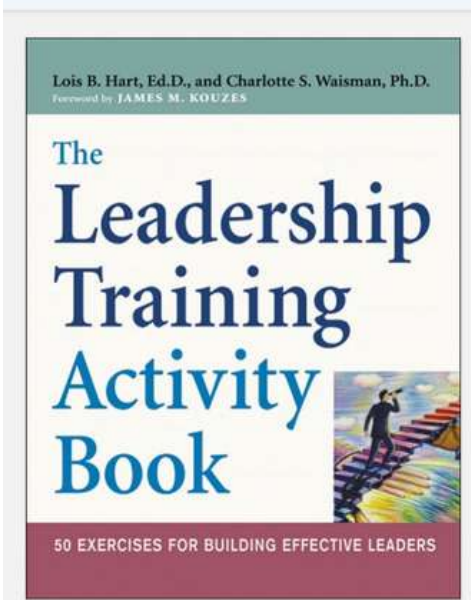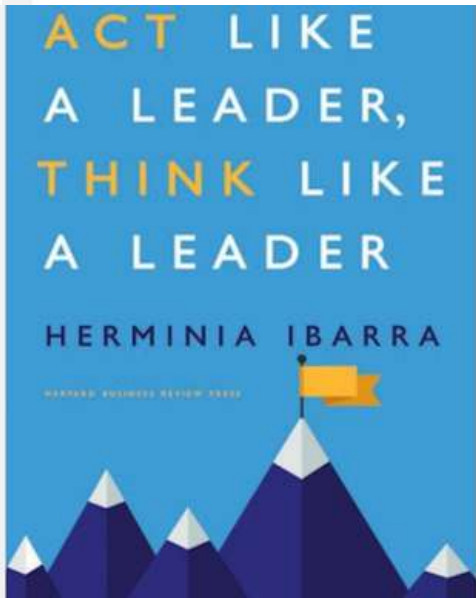| Organisation Name:	
Department	
Objective	The objective of this TNA is to identify the soft skills development needs within [Department/Team] to enhance overall team effectiveness and individual performance.

Active Training

Fourth Edition

25th Anniversary

A Handbook of Techniques, Designs, Case Examples, and Tips

Mel Silberman & Elaine Biech

WILEY

Leadership on the GO!

A library of activities for inside and outside the classroom.

Fast, Focused, Effective!

Listen. Lead. Learn!

SWOT Analysis Workshop

S W O T

THE DECISION-MAKING POCKETBOOK

By Neil Russell-Jones

Drawings by Phil Hailstone

"In an internet start-up, speed of decision and risk reduction are critical. I found this comprehensive yet clear and simple book a great help in structuring and prioritising decisions."
Michel Sabatier, Director, OpticalServe.com

"An excellent insight into the decision-making process. A pragmatic approach, showing how to ensure management by design rather than chance."
Belinda Moore, General Manager, Thomson Travel

Objective

Summary of Updated Library

1. **Train The Trainer Kit**

2. **Organisational Soft Skills Training Kit**

3. **New Manager Training Kit**

4. **Leadership Training Kit**

5. **Organisational Dynamics Training Kit**

6. **Sales Training Kit**

7. **Training Needs Analysis Kit**

With Additional One Day Pre-Designed Leadership Training Program Content

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This White-labelled and Editable Training Content is for Lifetime

And now it is..

Available to Download

Master Corporate Training Library

- 52+ Topics with over 3000+ Slides,
- Train The Trainer Kit
- Soft Skills Kit
- Leadership Training kit
- New Manager Training Kit
- Organisational Dynamics Presentations
- Sales Training Kit
- Training Analysis Kit
- 50+ PDFs Supporting Soft Skills Files,
- 80+ Managerial Training Files
- 70+ Corporate Case Studies
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TRAINERS@ICARIANS.NET