



Master Corporate Training Library

Now with **8 Training Kits &**
2 Pre Designed Programs with
2 more valuable resources



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

Now, Master Corporate Training Library is a Collection of 8 Training Kits, 2 One Day Pre-Designed Programs and additional 40+ Storytelling topics & 100+ Coaching Worksheets

NEW PRODUCT



Train The Trainer Kit



Soft Skills Training Kit



New Manager Training Kit



Leadership Training Kit



Sales Training Kit



Organisational Dynamics Training Kit

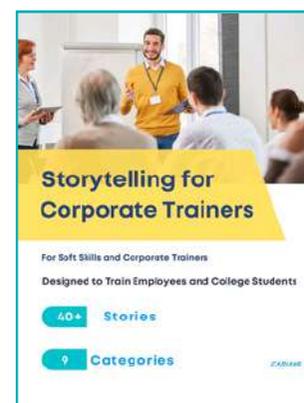


Training Needs Analysis Kit



Interview Skills Training Kit

100+ Coaching Worksheets



40+ Storytelling for Corporate Trainers

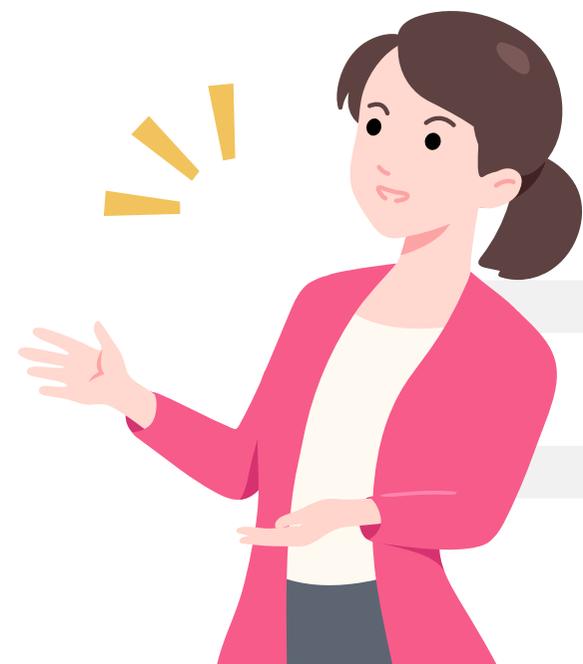
For -

- Corporate Trainers
- Training Managers
- HR Professionals
- Leadership and Management Trainers
- Organisational Development 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



**NEW
PRODUCT**



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

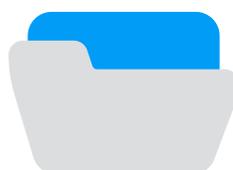
PRE AND POST TRAINING DOCUMENTS, EBOOKS, CASE STUDIES

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

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



**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**



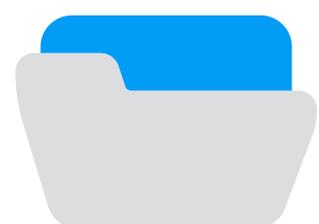
And The 11 Folders are..



Soft Skills



Business Communication



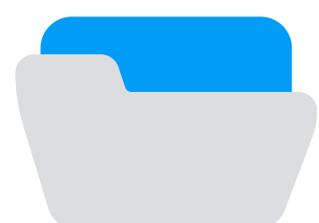
Facilitation Skills



Presentation Skills



Interpersonal Skills



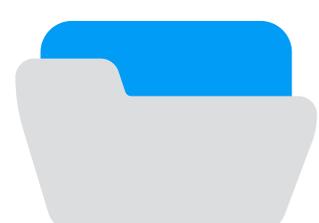
Personality Development



Personal Productivity



Negotiation Skills



**Team Building &
Goal Setting**



Time Management



Managing Stress at Work

Each Folder contains Topic Specific Training Files



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

Let's look at some screenshots -



New Manager Training Kit

3

Designed to train New & Aspiring Managers
For Corporate Trainers and Training Managers

1

17 MANAGERIAL TOPICS

4

TRAINER'S NOTES

2

TRAINING RESOURCES

5

PRE ASSESSMENTS

3

FORMATIVE ASSESSMENTS

5

POST TRAINING EVALUATION

5

25 SUPPORTING DOC FILES



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

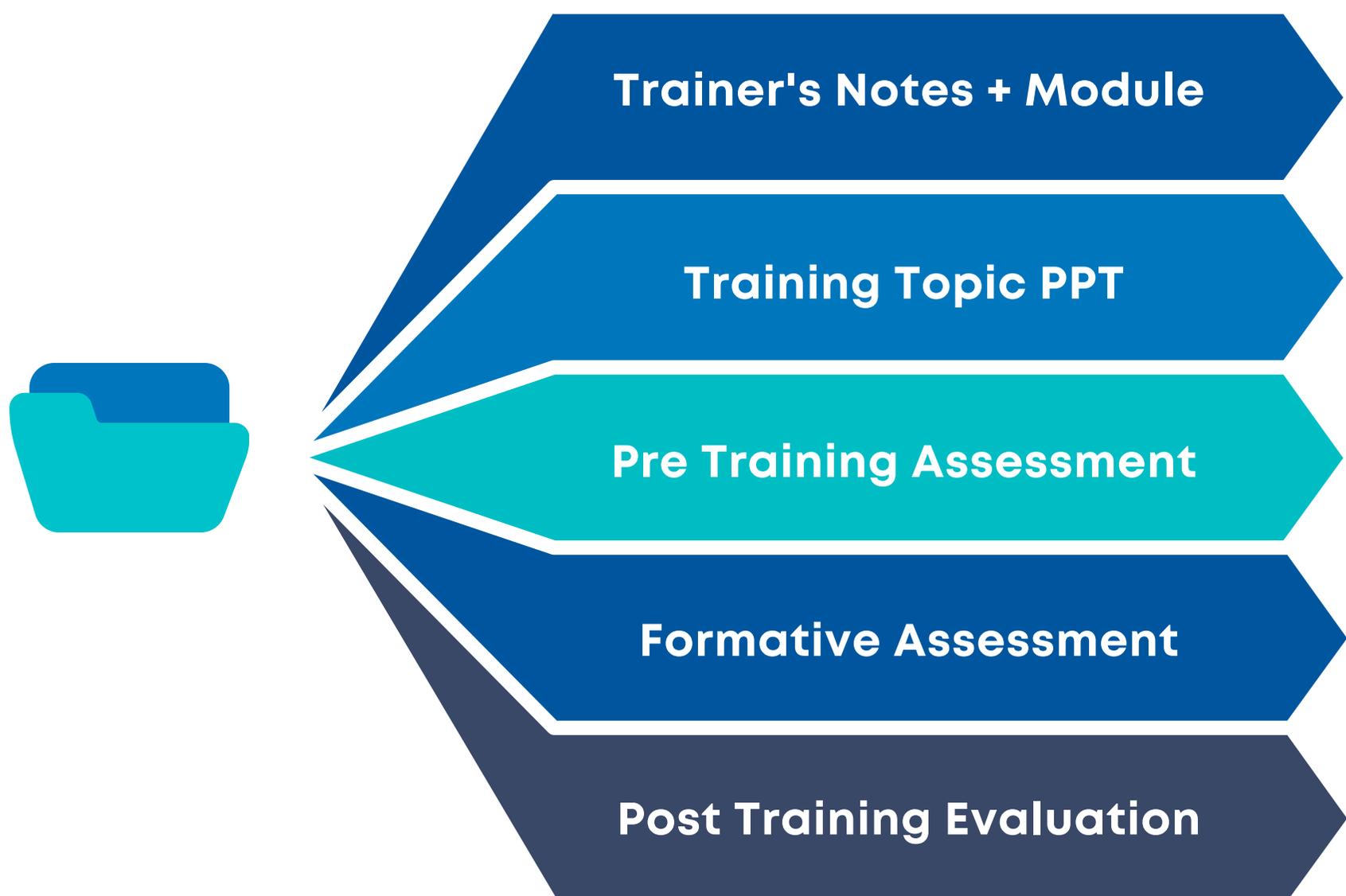
15. Quality Management

16. Strategic Management

17. Strategic Measurement



Each Folder contains 5 Specific Training Files -



ALONG WITH 3 ADDITIONAL FOLDERS

Value Addition Resources



- 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



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



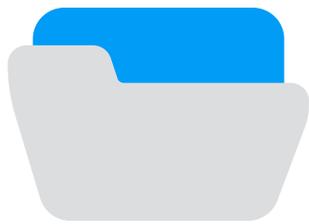
This Leadership Kit Holds 6 Folders



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
- Contingency 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

2

DETAILED PRESENTATIONS

3

EDITABLE FILES

5

25 SUPPORTING DOC FILES

4

70+ CASE STUDIES



This Kit Holds 12 Organisational Dynamics Presentations



Organisational Dynamics



- 1 **Benchmarking**
- 2 **Competency**
- 3 **CRM**
- 4 **Enterprise Dynamics**
- 5 **Group Dynamics**
- 6 **Organisational Structure**
- 7 **Organisational Behaviour**
- 8 **Organisational Issues**
- 9 **Technical Report Writing**
- 10 **Excellent Organisation - 1**
- 11 **Excellent Organisation - 2**
- 12 **Customer Driven Organisation**





Sales Training Kit



For Sales Trainers, Leaders and Sales Managers

**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**



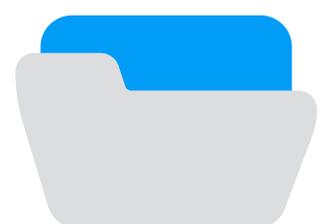
And The 11 Folders are..



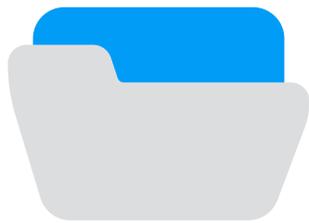
Training Module & PPT



Module 1



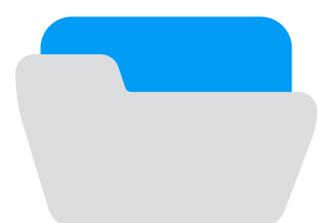
Module 2



Module 3



Module 4



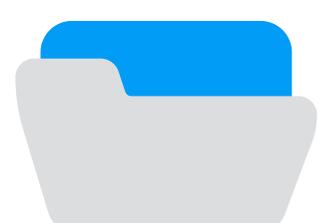
Module 5



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

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

❖

1. Introduction

2. What is TNA

3. Key Steps in TNA

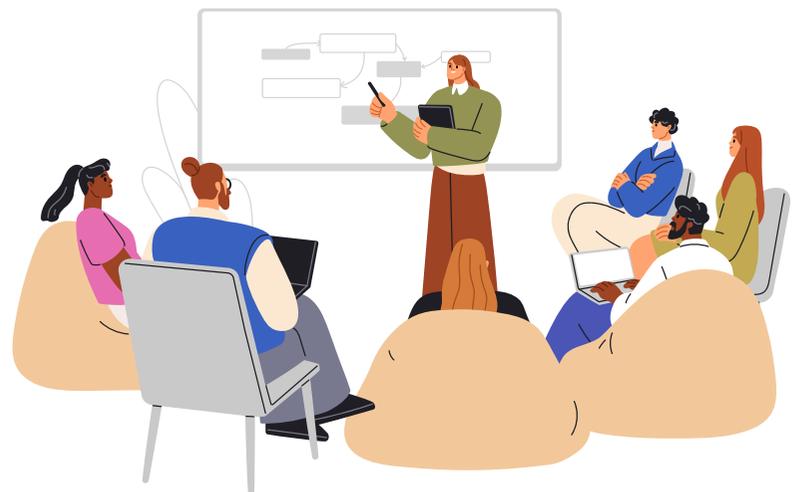
4. Tools for TNA

5. Example Scenarios

6. Challenges in TNA

7. Activities

8. Key Takeaways





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



Pre-Designed

Campus to Corporate Training Content



**Exclusively Designed to Train
Final Year Students to get Corporate Ready**

1

8 SESSIONS, 70+ SLIDES

2

DETAILED TRAINER'S NOTES FOR EACH SESSION

3

DISCUSSION NOTES, STORYTELLING WITH INSTRUCTIONS

4

70+ REAL TIME SOFT SKILLS EXAMPLES



This Program Holds 8 Folders



**And Each Folder holds
specific Files**



1. Program Overview

2. PPTs of Following 8 Sessions



- 📁 **3. Trainer's Notes for Each Session**
- 📁 **4. Discussion Notes for Each Session**
- 📁 **5. Pre Training Questionnaires**
- 📁 **6. Post Training Questionnaires**
- 📁 **7. Activities and Games Guides**
- 📁 **8. 70+ Real Time Soft Skills Examples**





Interview Skills Training Kit

10

For Soft Skills and Personality Development Trainers

Designed to Train College Students

40+

Slides

08

Sections

ICARIANS

Content Topics

1. Introduction

2. Research and Preparation

3. Answering Common Questions

4. Non-Verbal Communication

5. Virtual Interview Etiquettes

6. Mock Interviews (Round 1)

7. Advanced Skills

8. Mock Interviews (Round 2)

Package Includes

40+ Slides

**White labelled
and completely Editable**

Along with -

- **Trainer's Guide for 1 Day Program**
- **Detailed Trainer's Notes for Each Slide**
- **100+ Interview Questions and answers**
- **Free Ebook - HR Questions**

Let's look at some screenshots



Additional Bonuses



108 Life Coaching Worksheets

FOR LIFE COACHES, NLP COACHES, THERAPISTS

Self-care Brainstorm

Brainstorm some self-care ideas that you can do this week based on each category:

RELAX
Ex. Get a massage

DO IT!
Ex. Paint

HEALTH
Ex. Go for a run

What's In My Cup

In the top box, write down a few signs that your mental cup is empty.

In the bottom box, write down how you can cope when your cup is empty. Refer back to this page when you are feeling overwhelmed.

Emotional Awareness

The more you know what affects you (negatively or positively), the easier it is to find solutions especially when things get hard. Write down your thoughts based on each concept below. Refer back to this page when you are having a hard time making sense of your emotions or need to remember the things that make you happy.

Things that make me laugh

Things that scare me

Things that confuse me

Finding Healing

Reiki is a Japanese method for restoring natural energy with regular mind and spirit. The idea behind the technique is to remove the block of the object and to reorganize the body into a balanced state instead of stagnating. It usually results in something more healthy than the original causing from the past. Does not mean forgetting what happened. For many it means being stronger and less changed by the event. On the lines below write down how you have healed from difficult situations in your life.

S.M.A.R.T. Goal

Specific: Define one of your important goals in as much detail as possible

Measurable: How will I track the outcomes and progress?

Attainable: What will help to achieve the goal?

Relevant: Is this goal worthwhile?

Time-oriented: How long will it take to complete?

For extra credit: How often will I check the goal? How will I let you know? What are signs of success?

This activity will help you take a deeper dive into the way you set goals so that you can be more confident to achieve them.

Building Blocks Of You

Draw a circle around the 10 items (listed below) that are most important to you.

Creativity	Family	Fairness	Wisdom
Love	Free Time	Knowledge	Stability
Friends	Wealth	Morals	Power
Adventure	Success	Independence	Reason
Peace	Humor	Honesty	
Variety	Fun	Respect	
Loyalty	Nature	Calmness	Freedom
Achievement	Recognition	Popularity	Spirituality
	Responsibility		

Thoughts On Trial

What is the thought?

PROSECUTION: What evidence proves that this is false?

DEFENCE: What evidence proves that this is true?

VERDICT: After reviewing the evidence, what do you think of the original thought?

Wheel Of Life

Think of your life as a wheel, set your 1 year goals in each of these areas.

Hero Visual

You are the hero of this story. You must defeat the dragon in order to get to the treasure. The people are waiting for you!

In the box under the treasure, write down 2 of your goals.

In the box under the dragon, write down 1-3 things that may stop you from reaching your goal.

Draw your hero in with you full name in the circle below.

HERO



This Collection Holds 4 Folders



**And Each Folder holds specific
Life Coaching Worksheets**



1. Understanding the Past

1. Letting Go
2. Getting Over Past Criticism
3. Finding Healing
4. Learning from the past
5. Radical Acceptance
6. Confidence Booster
7. Regret Reflection
8. Embrace Your inner child
9. Processing Your Triggers
10. Self Reflection Circles
11. My Shield
12. Life reflection

2. Understanding the Present

13. Productivity Challenge
14. Wheel Of Life
15. SWOT Analysis
16. Work and Life Questionnaire
17. Priority Matrix
18. Financial Reality
19. Feelings Brain Dump
20. My Animal
21. Mission Statement
22. See the Good
23. Quick Check-in
24. Self-limiting Belief
25. Gratitude Journal
26. What is Draining Me?
27. Emotional Awareness
28. A week of Awesomeness
29. Comfort Zone
30. Friendship
31. Building Blocks Of You
32. Feelings Meter
33. Abc's Of Me
34. Letter to Yourself
35. Fill Your Cup
36. Mental Soundtrack
37. Rough Times
- 38 -41. 40 powerful Questions

3. Planning the Future

42. Solution Brainstorming

43. Action Brainstorming

44. Hero Visual

45. The Joy of giving

46. My Fav's

47. Getting To Know Me

48. Self esteem check

49. Future Goals

50. Planning Wheel

51. Thought Change

52. Assertiveness Builder

53. Ask the 5 Why's

54. My Peaceful Place

55. Passion and career organizer

56. Career Assessment

57. Facing Conflict

58. My Needs

59. Inner Me

60. Making a change

61. Places I Want To Go

62. How to be a better listener

63. Grounding

64. What Self-love Looks Like

65. Beliefs reflection

66. Core beliefs

4. Building Healthy Habits

67. Growth Mindset
68. Staying Motivated
69. Anger Coping
70. Time to slow down
71. Maximize your time
72. Smart goals
73. Social media Boundaries
74. Morning Routines
75. Limiting Beliefs
76. When Setting Boundaries
77. Imposter Syndrome Bingo
78. Be Your Own Cheerleader
79. Body Positive Affirmations
80. Burnout Reflection
81. Positive mindset tips
82. Romanticize Your Life
83. Comfort Habits
84. Delete Negative Self-talk
85. Self-care Brainstorm
86. Coping thoughts
87. Ways to stop overthinking
88. Calming Playlist
89. What's in my cup
90. My not to do list
91. Anti procrastination questions
92. Ways to Politely Say No
93. Healthy Coping Skills
94. Anxiety Tree
95. Stress Management
96. Letting Go Of Guilt
97. My House
98. Window Of Tolerance
99. Mindful Listening
100. Thoughts On Trial
101. Decastrophizing
102. Inner critic vs inner coach
103. Making choices
104. Reactions
105. Self love practices
106. General Health
107. Fact vs Opinion
108. Thought Rationalization



Storytelling for Corporate Trainers

12

For Soft Skills and Corporate Trainers

Designed to Train Employees and College Students

40+

Stories

9

Categories

ICARIANS

Package Includes

- ✓ **40+ Engaging Stories** – Covering real-world corporate challenges, leadership lessons, and business insights.
- ✓ **9 Storytelling Categories** – Including Hero's Journey, Before-and-After Stories, Case Studies, Metaphors, Interactive Storytelling, and more.
- ✓ **Trainer's Guide** – Step-by-step instructions on how to deliver stories effectively to captivate your audience.
- ✓ **Scripts & Prompts** – Modify, adapt, and personalize each story to fit your training needs.

Key Highlight of the Package



**Each Story comes with
Trainer's Instructions
and Scripts.**



Few Story Titles



1. The Unstoppable Resignation

2. Should you Fire your Best Performer

3. The Product Launch Disaster

4. The Toughest Leadership Decision

5. The Ethical Dilemma - Profits or Principles

6. Furious Guest to a Loyal Customer

7. A Toxic Star Employee

8. A Loyalty program that drove customer away

9. A Company that Grew too Fast

Let's Look at some Screenshots



Of the Entire Content



Simple Strategies



For Professionals

Common Ethical Challenges At Work



Introduction To Time Management

- Time is a limited resource use it wisely!
- Better time management = Higher productivity & less stress.
- Employers value employees who manage time effectively.



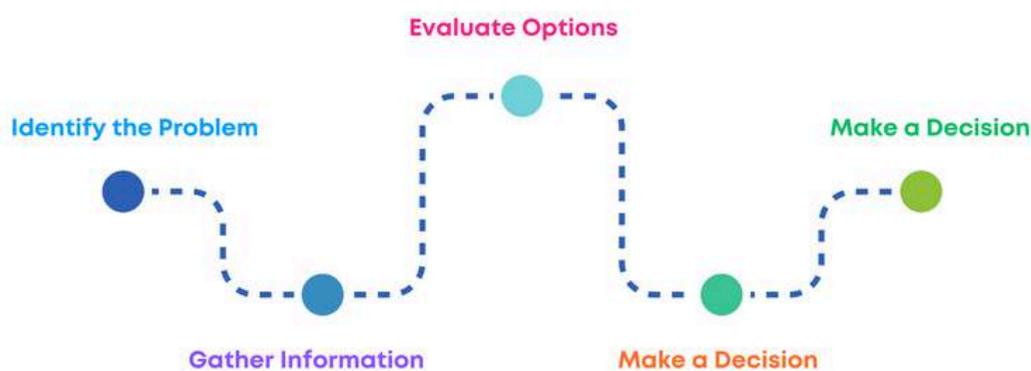
- 1. Vision** - Clear goals and direction.
- 2. Communication** - Express ideas effectively.
- 3. Integrity** - Honesty and ethical behavior.
- 4. Empathy** - Understanding others perspectives
- 5. Decisiveness** - Making informed decisions under pressure.

Qualities Of A Strong Leader

Common Critical Thinking Pitfalls



The 5-Step Critical Thinking Process



Professional Etiquette & Workplace Ethics



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

Conflict Resolution
Inclusive
Influence 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

Framework
of last
sessions
members.

L Listen

A Acknowledge

E Explore

R Respond

Designed with Creativity and Elegance

- Builds Long-term Relationships
- Ensures Customer Satisfaction
- A strong hope for Future Sales

Follow up Matters



59

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

Building Authenticity In Sales

Buyer Personas

Let's Explore



Let's Recap - |



74

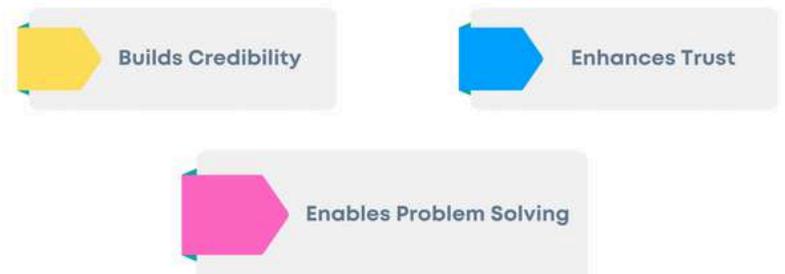
Personalized Action plan



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

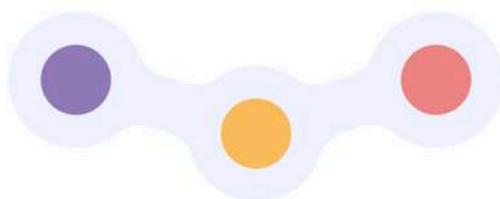
76

Why Product Knowledge Matters



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 Master Trainers

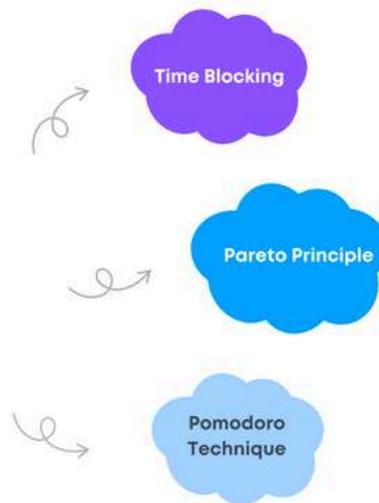
Handling Rejections Positively

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."



More Time Management Techniques



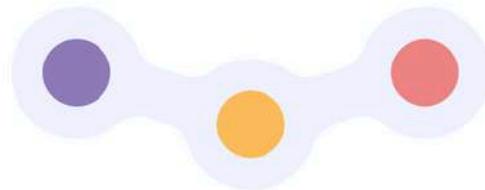
Cold Calling & Outreach Techniques

Let's Explore



Effective Questioning

Open Ended Questions



Clarifying Questions

Probing Questions

Impact of Good service on Sales

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



- Understanding the Sales process
- Importance of customer centric selling
- Effective Communication, Consultative Selling
- Cold and Le Net

Closing Techniques

Assumptive Close

"When would you like the delivery to begin"?

Urgency Close

"The Offer is only valid for today."

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



Example: Role-playing for customer service.

Step 3 - Collect Data

Methods -

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



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



Challenges in TNA

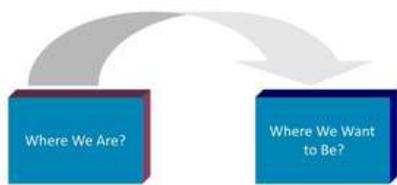
1. Resistance to change.
2. Incomplete data.
3. Time constraints.

Tool - 2

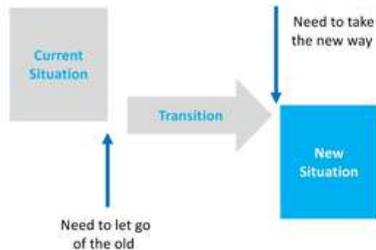
Skills Matrix

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

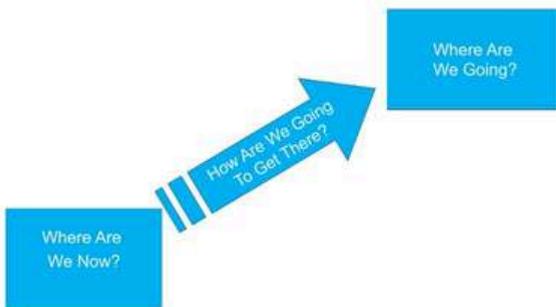
With diagrams



The Transition



What is Strategy?



Do We Need Strategy?



Visioning



Formalize the Need for Change

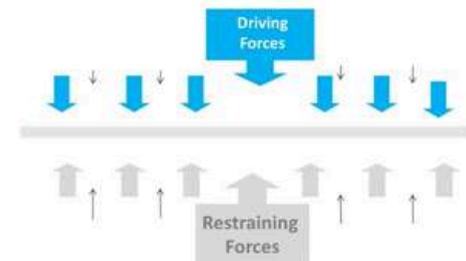
- What is leading the change?
 - Economic Pressures
 - Technology
 - Customer Satisfaction

- What is the purpose of the organization?

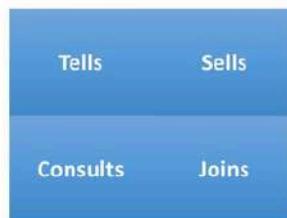
- What key result areas are desired?



Re-Balancing The Equilibrium



Leadership Styles



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

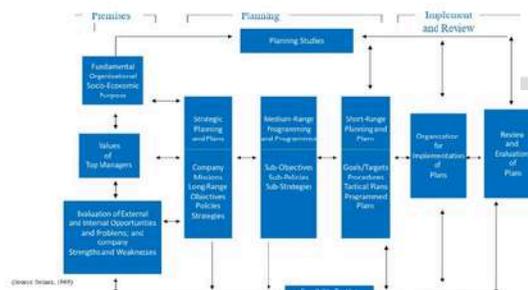


Re-Balancing The Equilibrium

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



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



Personal Productivity - Benefits



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



Influence Zones



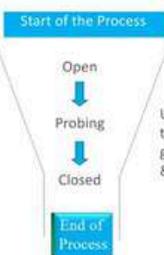
Influence Zone

- 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

and Infographics



Preparation



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

Planning



Planning

- How we plan affects our personal productivity
- Planning ranges



Presentation Skills and the Organization

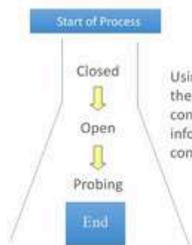
- Presentations are a part of most managers' lives in today's organizations

- 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



The Inverted Funnel Technique



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

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

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



The Presenter



Personal Productivity - Benefits



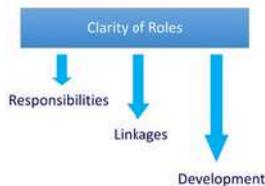
Managing First Impressions

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

- Appearance
 - Grooming
 - Clothes
 - Credentials



Clarity of Roles



Personal Productivity - Benefits

- Benefits accruing to the individual include:

- Increased motivation
- Decreased stress
- Achievement of objectives
- Reward and recognition



Stress & Personality Types



Stress & Personality Types

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

- Helper
 - Caring and Attentive

Clarity of Expectations



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



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

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): _____

Training Files Screenshots

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 and empathize with the customer's concern.

Example: “I completely understand that budget is a key con

Training Models, Guides, Case Studies

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

1.5 hours

The ADKAR Model

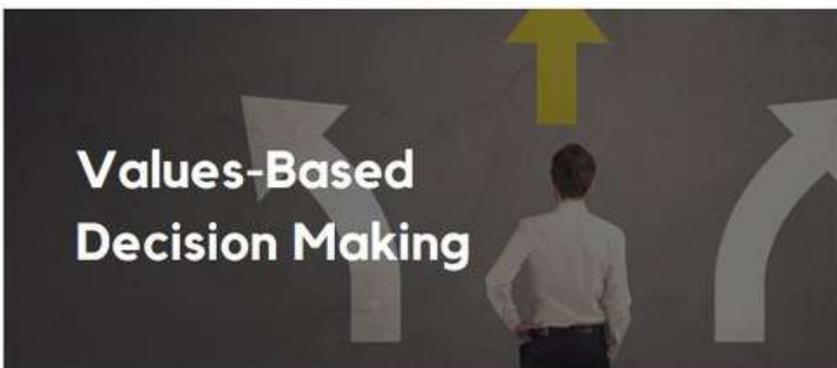
The ADKAR Model

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



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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 of 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?



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 ...

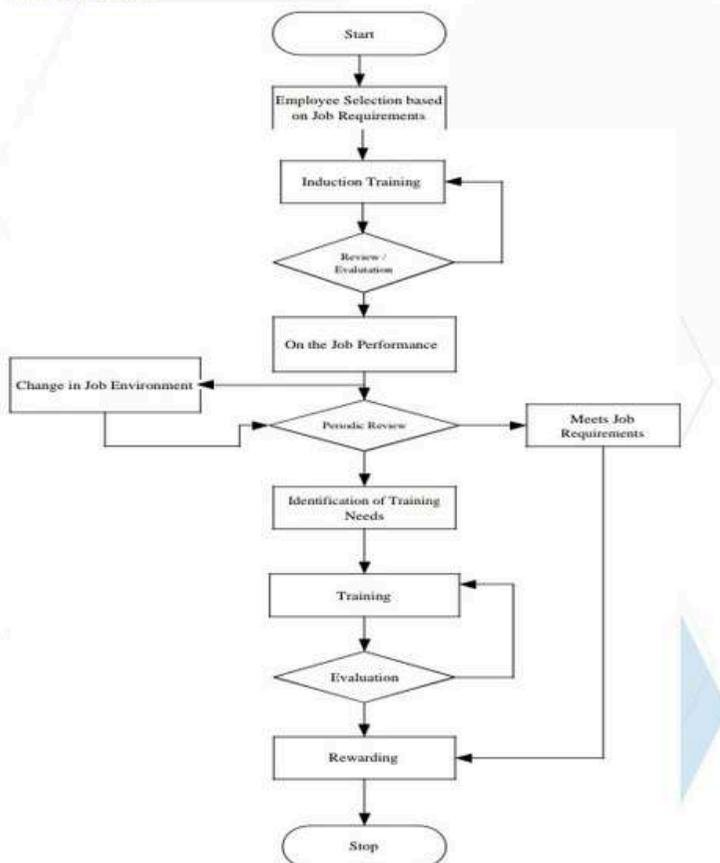
Identify ...

Describe ...



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Training Flow Chart



1



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
<input type="checkbox"/>	Clearly defined training objectives and goals.
<input type="checkbox"/>	Identification of the target audience and their specific needs.
<input type="checkbox"/>	Analysis of participants' current soft skills proficiency
<input type="checkbox"/>	Customization of training content based on participants' roles and industry.

2.	Module Planning
<input type="checkbox"/>	Selection of specific soft skills areas to be covered (e.g., communication, teamwork, adaptability).
<input type="checkbox"/>	Development of relevant case studies and real-world examples.

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

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

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.

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

Employee Absenteeism

For Managers and Leaders

Participant Information:

- Name:
- Position:
- Department:
- Date:

Section 1: Scenario-Based Questions



Objective

The Leadership Styles Role-Play activity aims to help participants

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

Supporting Files Screenshots

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.



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

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?

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).

Forms & Documents

Training Needs Analysis Template

Detailed Notes for

Training Needs Analysis

Notes for Each Slide



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Organisation Name:	
Department:	
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Number of Participants:	

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.

His 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

1

Training Needs Analysis Questionnaire

Name of Employee: _____
Department: _____

General

1. Are you a new employee or a long-standing employee of the company? _____
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6. Describe the tasks you regularly perform that are critical to carrying out your job effectively.

Category 9 - Cautionary Tales (What not to do)

The Company that Grew too Fast

With Trainer's Notes

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Trainer's Instructions -

Story 4 : The Company That Grew Too Fast—And Collapsed Even Faster

Category 7 - Customer or Client Success Stories

The Software Deal that almost Fell Apart

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Category 7 - Customer or Client Success Stories

The Airline That Turned a Cancelled Flight Customer into a LifeLong Customer

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Trainer's Instructions -

Category 4 - Metaphors and Analogies

The Orchestra of Leadership - Why Teams Need the Right Conductor

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Trainer's Instructions -

Storytelling For Trainers

Category 9 - Cautionary Tales (What not to do)

The Small Problem that became a Global Scandal

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Trainer's Instructions -

Category 8 - Behind the Scenes Stories

The Secret Leadership Revolt - When the CEO Lost his Team's Trust

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Trainer's Instructions -

Story 2: The Secret Leadership Revolt - When the CEO Lost

Category 2 - Before and After Stories

From Low Employee Engagement to a Thriving Workplace Culture

With Trainer's Notes

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Category 3 - Case Studies with a Twist

The CEO's Dilemma - Should you Fire your Best Performer

With Trainer's Notes

ICARIANS

Trainer's Instructions -

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.



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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

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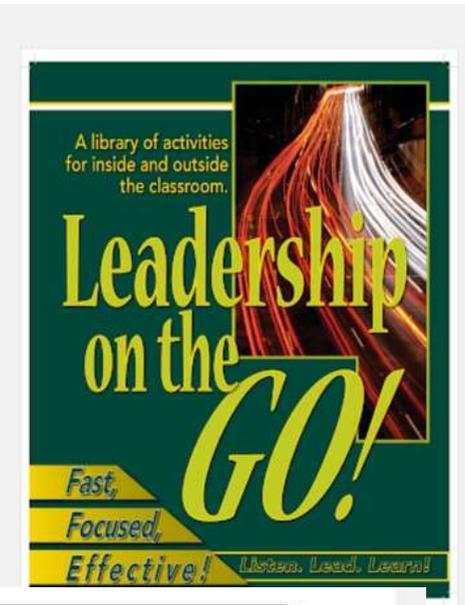
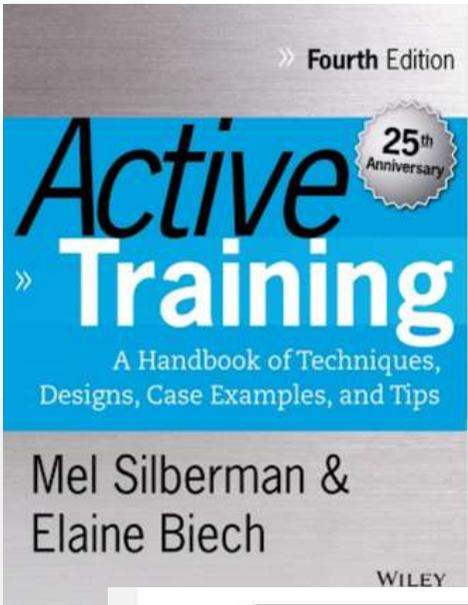
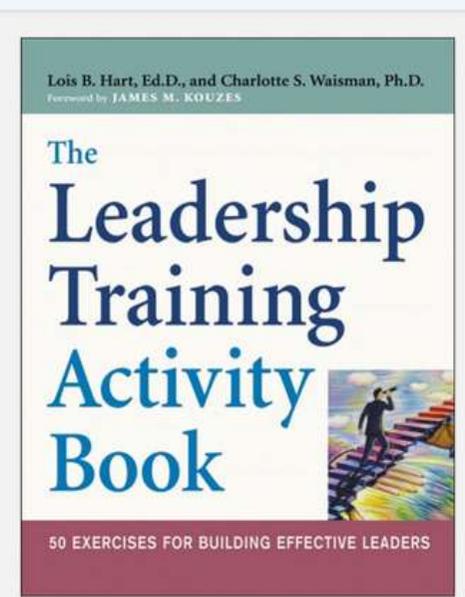
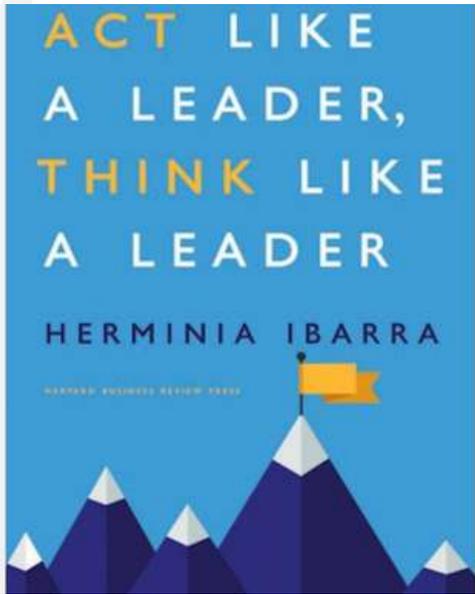
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Objective

Ebooks and Activities



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THE DECISION-MAKING POCKETBOOK

By Neil Russell-Jones
Drawings by Phil Hallstone

"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

Coaching Worksheets

Finding Healing

Kintsugi is a Japanese method for repairing broken ceramics with lacquer mixed with precious metals. The idea behind the technique is to preserve the history of the object and to incorporate the repair into a transformed piece instead of disguising it. It usually results in something more beautiful than the original. Healing from the past does not mean forgetting what happened. For many it means being strengthened and changed for the better. On the lines below write down how you have healed from difficult situations in your life.



What's In My Cup

In the top box, write down a few signs that your mental cup is empty.

In the bottom box, write down how you can cope when your cup is empty. Refer back to this page when you are feeling overwhelmed.



S.M.A.R.T. Goal

Specific: Define one of your important goals in as much detail as possible.

S

Measurable: How will I track the outcome and progress?

M

Action: What will I do to achieve this goal?

A

Realistic: Is this goal achievable?

R

Time-oriented: How long will it take to complete?

T

For Later: What steps have I taken towards my goal? What else is left to be done? What strategies will help me?

Self-care Brainstorm

Brainstorm some self-care ideas that you can do this week based on each category.



Ex. Get a massage

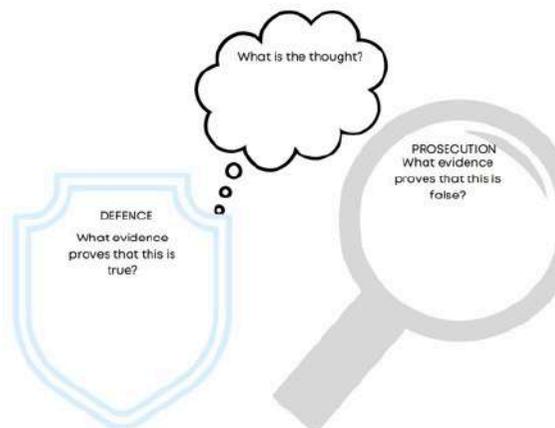


Ex. Paint



Ex. Go for a run

Thoughts On Trial



VERDICT

After reviewing the evidence, what do you think of the original thought?



Emotional Awareness

The more you know what affects you (negatively or positively), the easier it is to find solutions especially when things get hard. Write down your thoughts based on each prompt below. Refer back to this page when you are having a hard time making sense of your emotions or need to remember the things that make you happy.



Things that make me laugh



Things that scare me



Building Blocks Of You

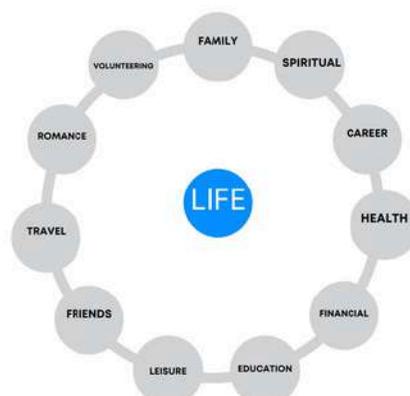
Draw a circle around the 10 items (listed below) that are most important to you.

- | | | |
|-------------|----------------|--------------|
| Creativity | Fairness | Wisdom |
| Love | Family | Knowledge |
| Friends | Wealth | Morals |
| Adventure | Success | Power |
| Peace | Reason | Independence |
| Variety | Fun | Respect |
| Loyalty | Nature | Calmness |
| Achievement | Recognition | Popularity |
| Beauty | Responsibility | Relaxation |
| | Safety | |



Wheel Of Life

Think of your life as wheel, set your 1 year goals in each of these areas.



Hero Visual

You are the hero of this story. You must defeat the dragon in order to get to the treasure. The people are cheering you on!



In the box under the people, write down who can support you with your goals or where/how you can find encouragement or motivation.

In the box under the treasure, write down 2 of your goals.



In the box under the dragon, write down 1-3 things that may stop you from reaching your goal.



Draw your face or write your full name in the circle below.

HERO

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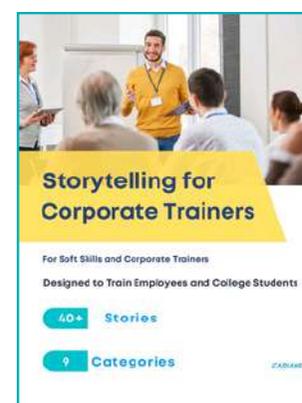


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