



EXCELMINDS CORPORATE SERVICES

CORPORATE TRAININGS|BUSINESS CONSULTANCY|PLACEMENTS

<https://excelmindsjobs.com/>

DRIVING BUSINESS SUCCESS THROUGH PERSONAL EXCELLENCE

The Personal Excellence Training is series of activities with service-oriented excellence boosters' focus on the critical role individuals play in building loyalty and creating positive service experiences. The program provides skills and tools to create memorable service experiences resulting in loyalty and successful customer centric organizations. Training enable Your Sales Team and Partners to use Just-In-Time, Situational Content to Drive Better Results not only in your official but also in personal life.

Objective to achieve:

- ✓ Positive approach towards your goals
- ✓ Creating self-excellence approach
- ✓ Effective and proactive attitude
- ✓ Addressing different judgments and resistance
- ✓ Communicate effectively and effortlessly
- ✓ Develop and maintain the positive tone and volume
- ✓ To Know and apply service focus approach
- ✓ Attitude to Develop patience and flexibility
- ✓ Understand and know your strength and weakness
- ✓ Achieve Effective communications with voice modulation
- ✓ Know Communication barriers and tracking the progress
- ✓ Achieve Time management and your daily planner
- ✓ Harnessing quality of knowledge and motivate yourself
- ✓ Better Resource management
- ✓ Problem solving with Leadership skills
- ✓ Three-dimensional Crises management
- ✓ Knowing the right Team excellence tools



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SEGMENTS:

- ❖ Achieve Personal Excellence
- ❖ Service centric approach
- ❖ Effective Communication Skill
- ❖ Feed back Mechanism
- ❖ Conflict Management
- ❖ Time Management
- ❖ Organizational Skill
- ❖ Interpersonal skills
- ❖ Efficient Use of Technology and resources
- ❖ Proactive Approach tools
- ❖ Leadership and team management

➤ **PERSONAL EXCELLENCE:**

- ✓ ICE BREAKER/Games
 - Self Introduction:
 - Brain storming - Liking and disliking, Strengths and Weakness
 - Game: Your Attitude and Approach, Aspiration and Goals
 - Sharing and knowing the company's vision, goals and work ethics.
 - Self awareness and liking
 - Self-Career aspiration viz company expectations

➤ **SERVICE EXPERIENCE IN THE 21ST CENTURY - JUST BELIEVE IN**

- ✓ **ROLE PLAY**

KNOWING CRITICAL THREE KEY ELEMENTS OF REWARDING EXPERIENCE:

1. Expand your definition of service –

- know strengths of your company culture.
- Who are your customers? Know well, Develop a customer friendly approach what customer service means customer service qualities – accountability + delivery + feedback
- Professional qualities in customer service good information is often good service

2. Simple actions huge returns: simply having the right attitude – interpersonal relationship skills

- Conversations over the telephone/WhatsApp
- It's not what you say, it's how you say it telephone etiquette
- Answering the telephone, leaving a positive impression
- Troubleshooting effortlessly with ease
- Respond to your business email quickly! How to do business email?
- Making a good first impression – you only get one



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- Ten major do's and don'ts of customer service helpful reminders for polite and friendly responses through msgs and mails.

3. Practice what you preach – dealing within immediate environment

- Communicating with the unsatisfaction and problem solving
- Follow -up & feedback
- Conflict Management
- Customer service traits to copy
- Benefits of good service and building a relationship bank.

➤ **Effective Communication Skill & Etiquettes**

✓ **Story telling and Game to enforce the skills**

- Introduction and Perspective in Communication: do you know it well
- Listening Skills and elements
- Element of effective communication
- Communication styles
- Body cue and language and Etiquettes
- Be an observant, Response and Reaction
- Written Communication and follow up

➤ **10 Strategies to better Time Management with effective organizational skills**

✓ **Real life Situation: Discussion and brain storming**

- Know how to utilize your time
- Setting priorities- Planning tools
- Organizational skills
- Scheduling of tasks
- Delegate and identify
- Managing Procrastination
- External Time Waster
- Multi Tasking
- Your mental and physical health
- Creating and Keeping deadlines
- Efficient Use of Technology

➤ **CONFLICT MANAGEMENT SKILLS**

✓ **Real life situation**

- Empathy, Effective Listening skills



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- Being proactive & stress management
- Understanding and right attitude
- Awareness of company culture and value
- Dealing with difficult but loyal client

➤ LEADERSHIP & TEAM MANAGEMENT

- Most effective way to motivate team
- How to avoid common pitfalls and mistakes in managing task.
- Leads, supervise & mentor to effective Team management
- Identify problems impeding Team's performance
- Long terms business benefit and mutual trust

COURSE METHODOLOGY

Formal lectures
Case studies
Group exercises
Experience sharing
Role Playing

BENEFITS

Improved organizational decisions
Decreased turnover
Increased productivity
Realization of organizational goals
Employee motivation and loyalty

Participant Q/A session and Feedback

▪ Class Starts – 9 - 9:30am
▪ Tea Break – 11:45am
▪ Lunch Break – 1.30:pm-2.10 pm
▪ Session ends 4.00 pm



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Schedule of the training

Outline :

Schedule	Activity
9.00 a.m.	Assembling and Fellowships
9.30 a.m.	Session Starts with Trainer Intro Ice Breaking Session Creation of group and self intro

Questions write up distribution with group brain storming session. Self excellence viz self evaluation followed by participant discussion with Trainer and presentation

10.30 a.m.	Tea Break
10.45 a.m.	Games Team Building

Situation based activities and brain storming
Communications and feedback- Role play and discussion
Appreciate and arose activity with paper plates
Feedback Mechanics and loyalty situation-based activities

11.30 a.m.	Motivation & Team Building Session, Games and activity with presentations
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Q/A Feedback

1.30 pm.	Lunch Break
2.15 p.m.:	Session resume with practical session
4 pm	Certificate distribution & Closure

Things we need:

Paper Plates
Pens, Stapler, cello tape
White Board and markers
Children blocks
Eyes pads for blindfolding the person.
One Bucket or basket
Playing cards