



UPSKILLERATE

LEAD PEOPLE

#Upskill.Accelerate

PROGRAMME OUTLINES

Multi-generational & Geographical workplace culture & relationship

- Understanding multi-generations in the workplace
- Building relationships across generations
- Managing geographical workplace culture
- Building relationships across geographies
- Applying Leadership in a multi-generational and geographical workplace

Delegation, Conflict Management & Assertive Negotiation

- Defining delegation, conflict management and assertive negotiations
- Developing a delegation plan
- Developing conflict resolution strategies
- Leadership in delegation, conflict management and assertive negotiations

Hold Effective Meetings

- Defining effective meetings
- 5 steps to preparation of a meeting
- Conducting effective meetings
- Follow-up and evaluation
- Technology and tools for effective meeting

Manage Managerial Stress

- Understanding managerial stress and its causes
- Stress management techniques
- Managing workload and delegation
- Communication and relationship management
- Best practices and case studies

Design Thinking, Managerial Problem Solving and Decision Making

- Defining design thinking
- Identifying different problem solving techniques
- Using data and analytics in decision making
- Integrating design thinking and problem solving
- Applying design thinking and problem solving to real-world challenges

Persuasive Communication and Presentation Skills

- Understanding the psychology of persuasion
- Developing persuasive messages
- Developing an effective presentation structure
- Overcoming objections and resistance
- Best practices and case studies in a real-world scenario

