

Team Building, Values & Management Excellence, 2 Day Workshop

Workshop Outline

- 1. Management By Objectives – Not Objections! [First Day – First Half]**
 - a. Demonstrate Business & Strategic Acumen – Build Strong & Vital Organization – Set The Pace & Execute – Manage Internal & External Stakeholders – Lead With Integrity – Don't Think Short Term & Get Shot!
 - b. Customer Communication Management – Adhere To Long Term Corporate Strategy – Work Towards Periodic (Monthly-Quarterly...) Corporate / Team / Group Goals & Targets
 - c. Communicating & Cascading Strategy & Emphasizing Execution Orientation For Day-To-Day Operations Management
 - d. Selecting Best Fits In Alignment With Objectives – Lead & Manage People – Step Into Customers' Shoes To Guide & Serve

- 2. Team Building – Not Steam! [First Day – Second Half]**
 - a. Build Corporate Team Strategy – Look Beyond Daily Operation – Enable Corporate Employees Align To Vision – Mission – Goals – KRAs – KPIs – KRIs – Output – Outcomes
 - b. RACI (Responsibility – Accountability – Consulting – Information) Charting
 - c. Promote Corporate Value Awareness Across Hierarchy – Best Practices & Lessons Learnt – Forming – Storming – Norming – Performing Techniques
 - d. Promoting Hierarchical Collaboration – Tips, Tricks, Traps & Techniques – Team Meetings & Eating – Conducting Effective Face To Face & One-On-One Meetings – Communicating TEAM (Together Everyone Achieves More) Values

- 3. Customer Priority – Build An Emotional Bank Account – Motivate Yourself To Spend It For Customers! [Second Day – First Half]**
 - a. Identifying Strengths – Focus On Bank's Plus Points – Explore & Evolve!
 - b. Leveraging Bank's Strengths & Offerings For Employee Efficiency / Effectiveness Contributing To Customer Experience Management
 - c. Set The Agenda – Communicate Individual's Deliverables & Their Importance In Realizing The Team Goals / Objectives
 - d. Drive For Customer / Client Results – Emphasis on Outputs – Promote Outcome Awareness

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4. Passion & Energy Drivers To Influence Priority Customer Experience By Core Values – Score, Not Scare! [Second Day – Second Half]

- a. Customer Differ! Make Priority Customers Feel Special!!
- b. Priority For Customers – Not Just Benefits! – It’s Metamorphosis towards Offering a Life Stage Solution!!
- c. Priority For Customers – ‘WIIFM’ (What’s In It For Me) For Customers? – Premium Kits To Fun, Fare & Fame Skits!!
- d. Priority For Customers – It’s Just Not “Service”! But “Experience”!!

Other Details:

- Payment to be made within 15 days from the date of the invoice.
- All payments must be made by cheque/online transfer etc., drawn in favour of Sieger Training Consultants Pvt. Ltd. Sieger will charge on INR basis only.
- Overseas clients will have to take care of all the training materials directly as briefed by Sieger Training. However, Sieger can procure some (which can be transited) not all, on behalf of the client but any additional charges for custom clearance has to be taken care by client only.
- Facilitators Travel & Food have to be taken care by the client
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- Cancellation of confirmed programmes shall be intimated one week in advance else 50% of the total charges shall be applicable.
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