

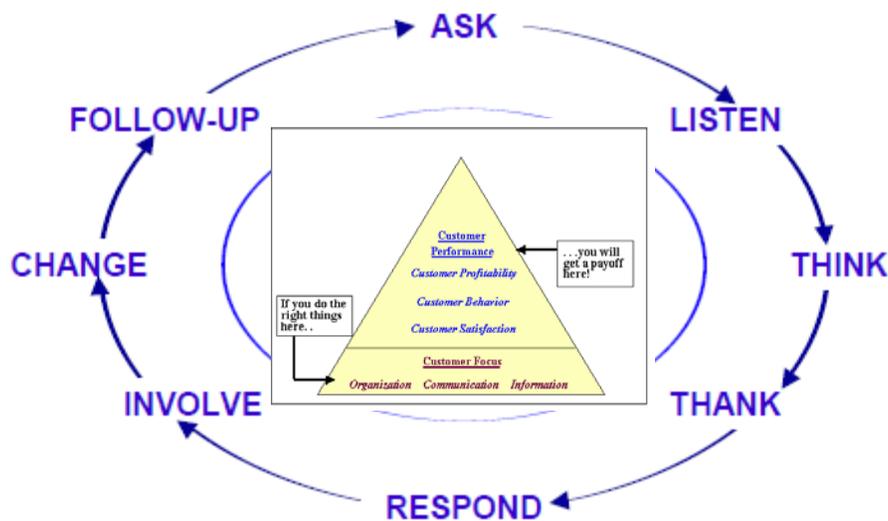
# Teaming For Excellence

[Team Building, Customer Focus, Motivation, Communication & Conflict Management]

[1 – 2 Day, Experiential Sharing Based Learning Methodology Through Presentation, Case Study & Activity Based Directed Learning Approach]

[Schedule: 9:15-10:45AM / 11-1PM / 1:45-3:15PM / 3:30-5:30PM]

## Workshop Outline – 1 – 2 Day



**1. Get The Best Out Of TEAM! – Establish a ‘Together Everyone Achieves More’ Culture with Your Team – Manage Your Team Conflicts – Understanding Effective Conflict Management, Negotiation & Motivation – Form, Storm, Norm & Perform!**

- Promoting ‘One Among Equal’ Teamwork Culture
- Enabling Employee Subscription/Buy-In to Organization Objectives
- Enrolling into Organization’s Vision – Mission – Values
- Taking Ownership – Effective Delegation
- Effective Listening & Effective Meeting Management
- MBO (Practicing Management By Objectives & Avoiding Management By Objections!)
- Periodic 1:1’s For Course Correction
- Feedback by Design & Effective Performance Management

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## **2. Optimize Your Team For Right Output & Surge Ahead By Effective Conflict Management & Negotiation Skills – Manage For Results & Outcomes!**

- Constructive Vs Destructive Conflict – Sources of Conflict – The Do's and Don'ts in Negotiations – Probing Skills – Objection Handling Techniques
- Deal With Conflict Emerging From Difficult Employees – Don't De-Link Employees – Tactics To Deal Tough Employees Throwing Attitude and/or Subject Matter – Competency – Learn To Negotiate With Under & Over Achievers
- Deal With Conflict (My Way – No Way – Your Way – Half Way – Our Way – Our Way) – Collaboration Vs Confrontation – Addressing Team Conflict (Problem Definition – Data Gathering – Data Analysis – Choosing Best Solutions – Implement Solution – Refine Solutions Continuously)
- Deal With Conflict Quickly & Effectively – Best Practices From Rest Of The World!

## **3. Thomas-Kilmann Conflict Management Instrument**

- Discover Your Conflict Profile
- Seek Positive Outcomes Through Best Conflict Handling Techniques: Competing – Collaborating – Compromising – Avoiding – Accommodating
- Address Two Basic Behavior Dimensions By Thomas-Kilmann Conflict Model
- Effective Anger Management Technique During Conflict Management & Negotiation – HEAT (Hear – Empathize – Ask – Take) Technique!

## **4. Team Passion & Energy Drivers: Effective Communication & Influencing Options**

- Autocratic, Push –works when supported by personal power
- Collaborative, Pull –works where no power available
- Logical Approach –works with logical, linear thinkers
- Emotional Approach –works to get others fired up about an issue
- Assertive Approach –works when overcoming resistance
- Sales Approach –works where benefits need emphasizing
- Bargaining Approach –works where a win-win outcome needed
- Walk The Talk Approach –works if you can model what is needed

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## 5. Customer Focus

- Customer's Experience Cycle
- Effectively Promoting Customer Experience Management
- Customer's Needs Hierarchy
- Anticipating as an Art!
- Traverse From Symptom to Real Problem to Real Solution
- Product's as Perfect Fits – Models of Tailoring – Providing What Your Customer Need Vs What You Have
- Engage – Explore – Evolve
- Elicit Needs & Enumerate Benefits – Become a Customer Coach

## 6. Team Motivation Management

- Identifying Individual Strengths – Focus On Plus Points – Explore & Evolve!
- Leveraging Strengths For Operations & Execution Efficiency & Effectiveness
- Set The Agenda – Communicate Individual Deliverables & Their Importance In Realizing The Team Goals / Objectives
- Drive For Results – Emphasis on Outputs – Promote Outcome Awareness
- Ethical 'Walk the Talk' Approach & Building Trust
- Motivation Management by Inter-Personal Relationships
- Team Eating & Team Outings!
- Establishing Effective Channels of Top-Down & Bottom-Up Communication for Execution with Customer Focus

## Workshop Takeaways & Learning Outcomes

- Experience Hands-On and Hands-Off Team Work and Management Approaches
- Explore Conflict Management Styles & Negotiation Behaviors
- Evangelize Teamwork to Execute Management Strategy
- Resolve Conflicts With Knack For Collaboration & Teamwork
- Gain Practitioner Insights To People / Team Motivation
- Learn Perspectives Of Leading & Managing Conflict Contexts
- Analyze Customer Situations For Successful Customer Focus
- Achieve Organization Excellence & Excel in Customer Service!

### SIEGER TRAINING CONSULTANTS (P) LIMITED

Plot No: 106, Bharathiyar St – Chellappa St Junction, Visalakshi Nagar, Santhosapuram, Chennai – 600073. Tamil Nadu, INDIA.

Ph: +91 44 22781335, +91 44 42837167, HP: +91 9500120969, +91 9500129901, +9840097567, +91 9840059445

Email: [training@siegergroups.com](mailto:training@siegergroups.com) | Visit us at: [www.siegergroups.com](http://www.siegergroups.com)

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