

#### **Training Technical Deck**

**Workshops / Trainings - Corporates** 

#### Facilitator's Profile: Punam Agarwal



30+ Years - Educational institutes all levels – Primary to Management, Leisure & Sports, Airlines, Corporate Institutes, Army, Navy and CID, Oil and gas, Retail Outlets etc.

- Business Executive Coach/ Life Coach/
- Organizational Development Coach
- Soft Skills and Behavioral Trainer
- Sales and Customer Experience Trainer
- Motivational Speaker
- NLP Master Practitioner
- Reiki or Pranic Healer/Color Therapy/Tarot Card Reader
- Counselor Parenting Coach/ Students/ Relationships
- Consultant HR/ Psychometric Tests/ Interior Designing/ Vaastu & Feng Shui
- School Career Guidance/ Teachers Skill Dev./ Campus to Corporate trainings

#### Educational Background -

- · Post-Graduate degree in Stress Counseling from Devon, United Kingdom
- MBA from USA in HR
- Double Graduate Basic Counseling (Devon, UK), and Political Science Honors' (St. Xavier's College, India), Certified Psychometric Test Professional from CAMI- USA
- · CELTA from Cambridge, UK
- Train the Trainer Course & NLP Practitioner NFNLP
- ICF PCC Coach: Executive/ Life and Organizational Development Coach and many other Soft Skills Certifications

#### Among various awards won

- The President's Award given by the President of India
- The Governor's Award given by the Governor of West Bengal,
- Fish of the Month given by EK Group- EKFC | Award of Honour given by MyCareers Bhatinda,
- . Behind the Scenes Worker given by KAMA Ayurveda Pvt Ltd
- Most Fabulous Training and Development Leader North: Catalyst of Change given by World HRD Congress
- · Woman of Excellence awarded by Indian and International Achiever's Forum
- Best Woman Performer in Learning and Development Award at International Inspirational Women Award (IIWA) 2020.
- Awarded by CEO Magazine As one among the 25 Iconic Businesswomen to be followed in 2022
- Award of Appreciation by Dayanand Sagar University for Teachers <u>Training&Development</u> Session.



Over 11 lakhs individuals have been counselled and trained by her so far.

#### Few Names I Associated with:

Corporates — Associated as L&D Head, Coach, Counselor, Sales Trainer, Soft Skills Behavioural Trainer, Motivational Speaker, Leadership Trainings, ESL Trainer, Train the Trainer, HR Consultant, Psychometric Test Professional

- U.A.E.- Emirates Group / Dnata / Abela / Future Rider IT & Computer Centre / Acer / Voltas -
- U.A.E. Oil and Gas Companies ADCO/ADGAZ
- India Manyavar /KAMA Ayurveda Pvt Ltd /CorporatEdge Serviced Offices Pvt Ltd/ Synergy Environics Ltd
- Affiliated Coach uExelerate/ Peak Performer / Mentorship
- Associate Coach Fourth Quadrant

#### Clubs - Associated as Guest Speaker conducting varied workshops, Motivational Speaker

India - Rotaract Club of Calcutta Victoria, Rotary Club of Calcutta Victoria - India/ Bharat Scouts and Guides Movement - India and U.A.E.

#### Schools/Colleges - Associated as ESL Trainer, Teacher Skills Development Trainer, IELTS Preparation, Career Counselor

- Indonesia Seville International
- U.A.E. Higher Colleges of Technology (— Abu Dhabi, Dubai, Ras Al Khaimah, Fujairah). GEMS Group -U.A.E.
- India The Heritage School /Blooming Daffodil/ La Martiniere for Boys Kolkata/ Assembly of God Church Kolkata
- Dayanand Sagar University

Management Institutes – Associate as Associate Professor Business Communications, Campus to Corporate Ready Trainer, Associate Professor HR, Chief Mentor, Editor, Career Counselor, Motivational Speaker

- JRE Group of Institutions: Management&Engineering— Educomp&Raffles Singapore India /Universal Business School of Management India
- Times Group India /AIIMS India /My Careers Ludhiana, Ambala, Allahabad, Amritsar, Indore, Bhatinda India

. All sessions conducted were a combination of experiential, projects and activity based

Learn | Lead | Inspire.



#### **Leaders Empowerment Programs**



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Name of Session: Individual Executive Coaching Name of Trainer: Punam Agarwal

Session Objective: Empower the Leader Group/One-on-one: One-on-one

**Benefits** (Key Learning Concepts):

• Better business performance and goal achievement.

- Find ways to overcome the biggest challenge.
- Build leadership pipeline.
- Deal with uncertainty and ambiguity.
- Be emotionally clued-in and enhance influence.
- Handle stress and be focused.

**Duration**: 6 sessions with 21days gap between each session (sessions increased as per need)

**Timing**: 1 hour each session

Name of Session: Stress Management Name of Trainer: Punam Agarwal

Session Objective: Empower the Leader Group/One-on-one: Both

**Benefits** (Key Learning Concepts):

Energetic and Mindful.

• Get along with colleagues, friends, and family better.

- Lowers your risk for conditions like heart disease, obesity, high blood pressure, and depression.
- Reduces tension among colleagues.

**Duration**: 1 Session

Timing: 2 hours each

Name of Session: IQ/ EQ/ SQ/ AQ Name of Trainer: Punam Agarwal

Session Objective: Empower the Leader Group/One-on-one: Both

**Benefits** (Key Learning Concepts):

• Understand the difference among all four.

• Develop these skills as a leader.

• Empowered to perform.

**Duration**: 1 Session

Timing: 1 hour

Name of Session: Transiting Managers Skill Development

Name of Trainer: Punam Agarwal

**Session Objective**: Empower the Leader

Group/One-on-one: Both

**Benefits** (Key Learning Concepts):

Increased productivity and morale.

- Better understanding of the role.
- Managing team and performance.
- Enhance skills as a manager.

**Duration**: 10 Sessions

**Timing**: 1 hour each session

Name of Session: Presentation Skills Name of Trainer: Punam Agarwal

Session Objective: Empower the Leader Group/One-on-one: Group

**Benefits** (Key Learning Concepts):

• Learn to communicate better in all areas of life and be less stressed.

• Give the audience what they want.

Focus on your key message.

• Increase their levels of self-awareness, self-esteem and self-confidence.

**Duration**: 3 Sessions

**Timing**: 2 hours each session

Name of Session: Business Etiquette/Executive Presence

Name of Trainer: Punam Agarwal

**Session Objective**: Empower the Leader

**Group/One-on-one**: Group

**Benefits** (Key Learning Concepts):

• Enhances relationships in the workplace.

- Promotes business growth.
- Enhances impression.
- Helps professionals gain business travel etiquette.
- Enhances non-verbal communication.

**Duration**: 1 Session

Timing: 2 hours

Name of Session: Business Email Name of Trainer: Punam Agarwal

Session Objective: Empower the Leader Group/One-on-one: Group

**Benefits** (Key Learning Concepts):

• Write clear and well-structured professional emails.

• Save time through communicating appropriately from the outset.

• Create a positive impact with customers, suppliers and colleagues.

Avoid frustrating others with email overload.

Write with impact and capture the reader's attention.

**Duration**: 1 Session

Timing: 2 hours

Name of Session: Netiquette Name of Trainer: Punam Agarwal

Session Objective: Empower the Leader Group/One-on-one: Group

**Benefits** (Key Learning Concepts):

 Help construct and maintain a pleasant, comfortable, and efficient environment for online communication.

Prevent miscommunication by understanding socially accepted norms.

Ensure smooth communication.

Respect others time and bandwidth.

**Duration**: 1 Session

Timing: 2 hours

Name of Session: Communication Style Name of Trainer: Punam Agarwal

Session Objective: Empower the Leader Group/One-on-one: Both

**Benefits** (Key Learning Concepts):

• Helps you learn how to better relate to others.

• Improve your behavior in personal and professional relationships.

• Learn active listening techniques and how to manage difficult conversations effectively.

Increases self-awareness.

**Duration**: 1 Session

Timing: 2 hours

Name of Session: Time Organizing Name of Trainer: Punam Agarwal

Session Objective: Empower the Leader Group/One-on-one: Group

**Benefits** (Key Learning Concepts):

• Getting things done at the right time and save time.

• Understand the time thieves and overcome them.

Prioritize work.

Fight procrastination.

Work life balance.

**Duration**: 1 Session

Timing: 2 hours

Name of Session: Recruiting &Interview Skills

Name of Trainer: Punam Agarwal

Session Objective: Empower the Leader Group/One-on-one: Group

**Benefits** (Key Learning Concepts):

• Focus on the skills required to conduct engaging interviews that include effective questions.

Selecting the ideal candidates for the position by conducting detailed evaluations.

Experiencing improved customer bonds.

Differentiating similar candidates.

**Duration**: 1 Session

Timing: 2 hours

Name of Session: Performance Appraisals

Name of Trainer: Punam Agarwal

**Session Objective**: Empower the Leader

**Group/One-on-one**: Group

Benefits (Key Learning Concepts):

• Increase performance of employees.

Clear and clarify expectations.

Evaluate goals.

• Learn to address areas of for improvements.

**Duration**: 1 Session

**Timing**: 2 hours

Name of Session: Planning Name of Trainer: Punam Agarwal

Session Objective: Empower the Leader Group/One-on-one: Group

**Benefits** (Key Learning Concepts):

• Increases efficiency of employees

Reduced supervision and less amount of wastage.

Better labor –management relations.

Increased motivation levels

Achieve your goals in time.

**Duration**: 1 Session

Timing: 2 hours

Name of Session: Team Building Name of Trainer: Punam Agarwal

Session Objective: Empower the Leader Group/One-on-one: Group

**Benefits** (Key Learning Concepts):

• Encourages productivity, creativity and enhances communication.

• Improves moral and builds trust and relationships.

• Helps discover strengths and weaknesses and increase confidence.

• Inspires collaboration, boosts motivation, and promotes positive environment.

**Duration**: 1 Session

Timing: 2 hours

Name of Session: Job Description Name of Trainer: Punam Agarwal

Session Objective: Empower the Leader Group/One-on-one: Group

**Benefits** (Key Learning Concepts):

• Have clarity on why you need an employee and what are your expectations.

• Better management of staff.

• Provides a basis for measuring jobs and conducting performance reviews.

• It helps in analysis of gaps and learning needs.

**Duration**: 1 Session

Timing: 2 hours

Name of Session: Giving Feedback Name of Trainer: Punam Agarwal

Session Objective: Empower the Leader Group/One-on-one: Group

**Benefits** (Key Learning Concepts):

• Learn how to take and give feedbacks positively with focus on improvement.

• Positive feedback motivates and encourages employees to continue doing their jobs well.

• Helps individuals recognize and hone their skills, develop their areas of improvement.

**Duration**: 1 Session

Timing: 2 hours

Name of Session: Diversity

Name of Trainer: Punam Agarwal

Session Objective: Empower the Leader Group/One-on-one: Group

**Benefits** (Key Learning Concepts):

• Diversity Improves Cognitive Skills and Critical Thinking.

• Improves team performance.

• Improve the "intellectual engagement, self-motivation, citizenship, and cultural engagement.

**Duration**: 1 Session

Timing: 2 hours

Name of Session: Identifying Strengths and Weakness

Name of Trainer: Punam Agarwal

**Session Objective**: Empower the Leader

Group/One-on-one: Group

**Benefits** (Key Learning Concepts):

• You get to know your true self better.

• Turn your raw talents into matured strengths and live up to your full potential.

• Improves performance.

Enjoy what you are doing.

**Duration**: 1 Session

**Timing**: 2 hours

Name of Session: Conflict Management & Problem-Solving

Name of Trainer: Punam Agarwal

Session Objective: Empower the Leader

Group/One-on-one: Group

**Benefits** (Key Learning Concepts):

• Helps employees improve relationships.

• Decrease arguments.

Achieve work goals fast.

**Duration**: 1 Session

Timing: 3 hours

Name of Session: Change Management Name of Trainer: Punam Agarwal

Session Objective: Empower the Leader Group/One-on-one: Group

**Benefits** (Key Learning Concepts):

Assess and understand the need and the impact of change.

• Align resources within the business to support the change.

Manage the diverse cost of change.

Reduce the time needed to implement change.

Support staff and help them understand the change process.

**Duration**: 1 Session

**Timing**: 2 hours

Name of Session: Business English Name of Trainer: Punam Agarwal

Session Objective: Empower the Leader Group/One-on-one: Group

**Benefits** (Key Learning Concepts):

Reduced stress.

Gain an edge over other professionals.

Communicate effectively.

• Improve your ability to interact with English-speaking countries or companies.

Build better relationships.

**Duration**: 3 months

**Timing**: 1 hour each session

Name of Session: Whatsapp/ Videos/ Podcasts

Name of Trainer: Punam Agarwal

Session Objective: Empower the Leader Group/One-on-one: Group

**Benefits** (Key Learning Concepts):

• WhatsApp supports free voice/ video calls/ Group helps to be in touch.

• Listening to podcasts regularly helps develop a stronger and more vivid imagination.

Videos provide a great way to integrate new content and share with employees.

• Greener and more cost effective.

Geographic and borderless reach. Time flexibility.

**Duration**: 1 Session

**Timing**: 2 hours

Name of Session: Resilience Name of Trainer: Punam Agarwal

Session Objective: Empower the Leader Group/One-on-one: Group

**Benefits** (Key Learning Concepts):

• Resilience training teaches people that changes are manageable.

Resilience training protects against mental issues.

Resilience training helps to cope with daily challenges.

Resilience training strengthens emotional stability.

**Duration**: 1 Session

Timing: 2 hours

Name of Session: Ikigai Name of Trainer: Punam Agarwal

Session Objective: Empower the Leader Group/One-on-one: Group

**Benefits** (Key Learning Concepts):

• Increase work motivation.

• Be aware of your life's purpose and have a greater capacity to fight for your objectives.

Act mindfully.

Faster in work.

Create a good work ethic.

**Duration**: 5 Sessions

Timing: 1 hour each session

Name of Session: Organizational Development Coaching

Name of Trainer: Punam Agarwal

Session Objective: Empower the Leader Group/One-on-one: Both

**Benefits** (Key Learning Concepts):

• Increase employee engagement.

• Increase job satisfaction and morale. Improved employee retention.

Unlock new sources of productivity.

Identify and Develop HIPOs.

Foster a Positive Company Culture.

**Duration**: 6 sessions (increase as per the need)

**Timing**: 1 hour each

Name of Session: Fish Philosophy Name of Trainer: Punam Agarwal

Session Objective: Empower the Leader Group/One-on-one: Group

**Benefits** (Key Learning Concepts):

• Everyone contributes. FISH! shows that cultural change is the responsibility of everyone in an organization, not just senior management.

Builds trust and teamwork.

Great culture. Great customer service.

• Great Attitude. Enjoy your job.

Agile leadership.

**Duration**: 1 Session

Timing: 2 hours



Name of Session: Motivation Name of Trainer: Punam Agarwal

Session Objective: Empower the Leader Group/One-on-one: Group

**Benefits** (Key Learning Concepts):

• Helps employees understand how their work fits into their company's structure, mission, goals, and achievements.

Improved quality and improved customer service.

• A well-motivated workforce is loyal and has higher levels of morale, being more committed to the organization and its goals.

**Duration**: 1 Session

Timing: 2 hours

Name of Session: Anger Management Name of Trainer: Punam Agarwal

Session Objective: Empower the Leader Group/One-on-one: Group

**Benefits** (Key Learning Concepts):

• Improved relationships, mental health, physical health, increased productivity, and better self-esteem.

Reducing stress and the feeling of being overwhelmed.

Helping you enjoy a better quality of life.

**Duration**: 1 Session

Timing: 2 hours

Name of Session: Assertive Skills

Name of Trainer: Punam Agarwal

Session Objective: Empower the Leader Group/One-on-one: Group

**Benefits** (Key Learning Concepts):

• A healthy sense of self and respect for others.

• Leads to clear, open, and direct communication.

• Helps you gain the tools and techniques to say 'no' to the request while showing respect to that person.

**Duration**: 1 Session

Timing: 2 hours

Name of Session: Grooming and Body Language

Name of Trainer: Punam Agarwal

Session Objective: Empower the Leader Group/One-on-one: Group

**Benefits** (Key Learning Concepts):

• Create great first impression.

Assists us in understanding and decoding what the person is saying.

• Helps to show you are enthusiastic and committed and exude confidence, friendliness, and sincerity.

**Duration**: 1 Session

**Timing**: 2 hours

Name of Session: Business Meeting Etiquette

Session Objective: Empower the Leader

Benefits (Key Learning Concepts):

• Enhances relationships in the workplace.

Promotes business growth. Enhances impression.

Helps professionals gain business travel etiquette.

Enhances non-verbal communication.

**Duration**: 2 Sessions

Timing: 2 hours each

**Mode**: F2F / Online

Name of Trainer: Punam Agarwal

**Group/One-on-one**: Group

Name of Session: Goal Setting Name of Trainer: Punam Agarwal

Session Objective: Empower the Leader Group/One-on-one: Group

**Benefits** (Key Learning Concepts):

• Provides direction. Clearer focus on what is important.

- Clarity in decision making.
- Gives you control of your future.
- Provides motivation.
- Gives you a sense of personal satisfaction and purpose in life.

**Duration**: 1 Session

Timing: 2 hours

Name of Session: Virtual Leadership Name of Trainer: Punam Agarwal

Session Objective: Empower the Leader Group/One-on-one: Group

**Benefits** (Key Learning Concepts):

• Stay in contact with remote employees.

• Increase employee engagement and support better workforce decisions.

• Always have a plan. No unnecessary meetings.

Cost reduction.

**Duration**: 1 Session

Timing: 1 hour

Name of Session: Coaching/Mentoring Skills

Name of Trainer: Punam Agarwal

Session Objective: Empower the Leader Group/One-on-one: Group

**Benefits** (Key Learning Concepts):

• Improved employee performance.

Increased employee engagement.

Improved employee relations.

• Quickened leadership development.

**Duration**: 1 Session

Timing: 1 hour

Name of Session: Decision Making Name of Trainer: Punam Agarwal

Session Objective: Empower the Leader Group/One-on-one: Group

**Benefits** (Key Learning Concepts):

• Provides a flexible framework for breaking through analysis paralysis.

• Enables timely, high-quality, collaborative decisions that deliver better outcomes leverage diversity of thought across the team.

• Keep an eye on your goal.

Improves efficiency.

**Duration**: 1 Session

Timing: 1 hour

Name of Session: Project Planning & Delegation Name of Trainer: Punam Agarwal

Session Objective: Empower the Leader Group/One-on-one: Group

**Benefits** (Key Learning Concepts):

Manage budgets and timelines.

Improve productivity and overall quality of work.

Mitigate project risks.

Improve relationships with stakeholders.

Increase customer satisfaction.

**Duration**: 1 Session

Timing: 2 hours

Name of Session: Leading Innovation Name of Trainer: Punam Agarwal

Session Objective: Empower the Leader Group/One-on-one: Group

**Benefits** (Key Learning Concepts):

• Provides an opportunity for team building.

Helps organizations build a culture of innovation.

• Enables employees to feel empowered to identify and solve problems and come up with creative ways to improve the organization.

Helps companies to adapt and overcome the challenges of change.

**Duration**: 1 Session

Timing: 2 hours

Name of Session: Managing Effective Meetings

Name of Trainer: Punam Agarwal

**Session Objective**: Empower the Leader

**Group/One-on-one**: Group

**Benefits** (Key Learning Concepts):

Increased engagement and collaboration.

- Increased accountability.
- A shared sense of purpose.
- Opportunities for personal growth.

**Duration**: 1 Session

Timing: 2 hours

Name of Session: Team Management Name of Trainer: Punam Agarwal

Session Objective: Empower the Leader Group/One-on-one: Group

**Benefits** (Key Learning Concepts):

• Improved communication skills.

• Personalized feedback and self-evaluation.

Deeper understanding of the role of a manager.

Improved understanding of change management.

Improved decision-making skills.

**Duration**: 1 Session

Timing: 2 hours

Name of Session: Motivating and Encouraging Employees

Name of Trainer: Punam Agarwal

**Session Objective**: Empower the Leader

**Group/One-on-one**: Group

**Benefits** (Key Learning Concepts):

• People relax their fear of experimenting.

• Generates engagement among the participants. Develop self-confidence.

• Improves emotional state of the employees.

• Helps employees to be more efficient and coordinate better.

**Duration**: 1 Session

Timing: 1 hour



Name of Session: Accountability and Integrity

Name of Trainer: Punam Agarwal

Session Objective: Empower the Leader Group/One-on-one: Group

**Benefits** (Key Learning Concepts):

• Equips employees to hold themselves and the people around them accountable for their commitments.

 Helps keep high-value customers, reduce employee turnover, improve productivity, and make smart decisions.

**Duration**: 1 Session

Timing: 2 hours

Name of Session: Life Coaching Name of Trainer: Punam Agarwal

Session Objective: Empower the Leader Group/One-on-one: Both

**Benefits** (Key Learning Concepts):

Gain clarity & purpose.

- A point of guidance.
- Setting achievable goals. ...
- Create a sense of accountability.
- Encourages re-evaluation.
- Improve productivity.

**Duration**: 6 Sessions (increase as per the need)

Timing: 1 hour each



#### **Employee Empowerment Programs**



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Name of Session: Psychometric Assessments

Session Objective: Empower the Employee

Name of Trainer: Punam Agarwal

Group/One-on-one: Both

**Benefits** (Key Learning Concepts):

Understand their strengths.

Recognize their weaknesses.

• Able to move towards the right direction in life and achieve their goals.

**Duration**: 1 Session

Timing: 2 hours

Name of Session: Behavior Counseling Name of Trainer: Punam Agarwal

Session Objective: Empower the Employee Group/One-on-one: Both

**Benefits** (Key Learning Concepts):

• Manage symptoms like stress, anxiety, and any other related to mental health conditions.

Raise self-esteem.

Understanding why a certain behavior is unacceptable.

**Duration**: 1 Session

Timing: 2 hours

Name of Session: Coping with Stress and Anxiety

Session Objective: Empower the Employee

Group/One-on-one: Group

Name of Trainer: Punam Agarwal

**Benefits** (Key Learning Concepts):

• Push to work hard and perform best.

• Learn how to handle stress.

Learn how to handle anxiety.

**Duration**: 1 Session

Timing: 1 hour

Name of Session: Employee Orientation Name of Trainer: Punam Agarwal

Session Objective: Empower the Employee Group/One-on-one: Group

**Benefits** (Key Learning Concepts):

Importance of Familiarizing

Learn to be a solutionist.

Never take things personal.

• Get clarity about the company and its culture.

**Duration**: 1 Session

Timing: 2 hours

Name of Session: Attitude is Gratitude

Name of Trainer: Punam Agarwal

Session Objective: Empower the Employee Group/One-on-one: Group

Benefits (Key Learning Concepts):

• Adopt a growth mindset.

• Develop better relationships and social life.

Practice mindfulness

Positive outlook

**Duration**: 1 Session

Timing: 2 hours

Name of Session: Ownership Name of Trainer: Punam Agarwal

Session Objective: Empower the Employee Group/One-on-one: Group

**Benefits** (Key Learning Concepts):

• Have a sense of self-efficacy.

Able to deeply engage in learning activities.

• Accept a sense of responsibility and control over their work environment.

• Develop creative freedom and personal satisfaction.

**Duration**: 1 Session

Timing: 2 hours

Name of Session: Empathy Name of Trainer: Punam Agarwal

Session Objective: Empower the Employee Group/One-on-one: Group

**Benefits** (Key Learning Concepts):

• Helps employees to see from a different person's perspective and support them in a unique way.

• Improves the capacity to communicate well with others.

Become better learners, develop better understanding of concepts.

• Learn to read others more accurately and show better social behavior.

**Duration**: 1 Session

Timing: 2 hours

Name of Session: Appreciating Differences Name of Trainer: Punam Agarwal

Session Objective: Empower the Employee Group/One-on-one: Group

**Benefits** (Key Learning Concepts):

• Boosts self-esteem, and improves relationships, performance in studies, and work.

• Students feel confident and safe.

Be willing to address inequality.

**Duration**: 1 Session

Timing: 2 hours

Name of Session: Gender Issues Name of Trainer: Punam Agarwal

Session Objective: Empower the Employee Group/One-on-one: Group

**Benefits** (Key Learning Concepts):

• Changing gendered perspectives on the roles of women and men

• Countering gender-related stereotypes

Creating a more equal society.

**Duration**: 1 Session

Timing: 2 hours

Name of Session: Integrity Name of Trainer: Punam Agarwal

Session Objective: Empower the Employee Group/One-on-one: Group

**Benefits** (Key Learning Concepts):

• Raise awareness about integrity standards.

• Corruption prevention in the public sector.

• Learn to focus consciously on various areas including codes of conduct and ethics, conflict of interest, ancillary activities.

**Duration**: 1 Session

**Timing**: 2 hours

Name of Session: Teamwork Name of Trainer: Punam Agarwal

Session Objective: Empower the Employee Group/One-on-one: Group

**Benefits** (Key Learning Concepts):

• Help employees communicate with others.

• Increase their social skills and self-confidence.

Helps develop collaborative working skills.

• Learn important skills and life lessons.

**Duration**: 1 Session

Timing: 2 hours

Name of Session: Assertive Skills Name of Trainer: Punam Agarwal

Session Objective: Empower the Employee Group/One-on-one: Group

**Benefits** (Key Learning Concepts):

• Help employees have a more accurate perception of their experiences.

- Empower them to deal with distressing situations such as bullying, inappropriate and upsetting behaviors directed at them or other employees, overwhelming instructions etc.
- Able to say No when needed while having control over their emotions.
- Resolving the conflict in a calm manner.

**Duration**: 1 Session

Timing: 2 hours

Name of Session: Grooming Name of Trainer: Punam Agarwal

Session Objective: Empower the Employee Group/One-on-one: Group

**Benefits** (Key Learning Concepts):

• Helps employees understand the importance of hygienic lifestyle.

• Helps to maintain a healthy coat and skin.

Consciously aware of dressing sense and its importance.

• Understand how grooming gives confidence.

**Duration**: 1 Session

Timing: 2 hours

Name of Session: Body Language Name of Trainer: Punam Agarwal

Session Objective: Empower the Employee Group/One-on-one: Group

**Benefits** (Key Learning Concepts):

• Helps employees express themselves using the correct gestures and physical cues.

• Helps connect with people better and avoid culture shock.

• Widens self-perspective and how others perceive.

**Duration**: 1 Session

Timing: 2 hours

Name of Session: Listening Skills

Name of Trainer: Punam Agarwal

Session Objective: Empower the Employee Group/One-on-one: Group

**Benefits** (Key Learning Concepts):

• Improves linguistic barriers.

Makes one more empathetic towards their surroundings.

Helps resolve conflicts better.

Helps understand the situation mindfully.

**Duration**: 1 Session

Timing: 2 hours

Name of Session: Anger Management Name of Trainer: Punam Agarwal

Session Objective: Empower the Employee Group/One-on-one: Group

**Benefits** (Key Learning Concepts):

• Helps employees learn how to express feelings in a healthy way.

• Cope with stress more effectively.

Improve relationships.

• Prevent unhealthy behaviors like misusing drugs or alcohol.

**Duration**: 1 Session

Timing: 2 hours

Name of Session: Disagreeing Amicably

Name of Trainer: Punam Agarwal

Session Objective: Empower the Employee Group/One-on-one: Group

**Benefits** (Key Learning Concepts):

• Develop the skill to perceive perspectives.

• Learn that disagreeing amicably helps build relationships.

• Helps others value and respect you.

 Helps employees become more positive, productive, and kind, and less anxious and stressed.

**Duration**: 1 Session

Timing: 2 hours

Name of Session: Resolving Conflicts

Name of Trainer: Punam Agarwal

Session Objective: Empower the Employee Group/One-on-one: Group

**Benefits** (Key Learning Concepts):

• Helps employees become more positive, productive, kind, less anxious and stressed.

• Helps improve communication and collaboration.

Personal growth and insight.

• Develop healthy relationships and commitment.

**Duration**: 2 Sessions

Timing: 2 hours each

Name of Session: Attitude of a Salesman Name of Trainer: Punam Agarwal

Session Objective: Employee Group/One-on-one: Group

**Benefits** (Key Learning Concepts):

• A positive attitude endears you to both clients and coworkers.

• boosts individual performance.

Helps employees cope more easily with the daily affairs of life.

Better psychological and physical well-being.

**Duration**: 1 Session

Timing: 2 hours

Name of Session: Traits of a Salesman Name of Trainer: Punam Agarwal

Session Objective: Empower the Employee Group/One-on-one: Group

**Benefits** (Key Learning Concepts):

• Understand the skills that helps you shine as a salesperson.

• Helps one understand the expectations of a company from a salesman.

Improve relationships.

• Helps you achieve your goals with clarity.

**Duration**: 1 Session

Timing: 2 hours

Name of Session: Sales Managers Skill Development

Name of Trainer: Punam Agarwal

Session Objective: Empower the Employee Group/One-on-one: Group

**Benefits** (Key Learning Concepts):

Boosts revenue and improves productivity.

- Manage team better.
- Helps strengthen the organization.
- Helps close the gap between managers and management.
- Gives clarity to the role.

**Duration**: 1 Session

Timing: 2 hours

Name of Session: Diff. Types of Sales Selling Techniques

Name of Trainer: Punam Agarwal

Session Objective: Empower the Employee

Group/One-on-one: Group

Benefits (Key Learning Concepts):

• Help close deals faster.

Help bring in new clients and appease current ones.

• Improves employee satisfaction.

Enhances performances and productivity.

**Duration**: 1 Session

Timing: 3 hours

Name of Session: Customer Service Vs Customer Experience Name of Trainer: Punam Agarwal

**Session Objective**: Empower the Employee

Group/One-on-one: Group

**Benefits** (Key Learning Concepts):

Increased customer satisfaction, loyalty and retention.

- Increase in motivation and engagement.
- Benefits business increased turnover and business.
- Improves employee happiness and engagement.

**Duration**: 1 Session

Timing: 2 hours

Name of Session: Sales Process Training Name of Trainer: Punam Agarwal

Session Objective: Empower the Employee Group/One-on-one: Group

**Benefits** (Key Learning Concepts):

Enhanced communication skills.

• Helps one analyze the company products, its sales, and profits.

• Increases productivity. Boosts company moral.

Helps the sales process move smoothly.

**Duration**: 1 Session

Timing: 2 hours

Name of Session: Sales Leadership Training

Name of Trainer: Punam Agarwal

Session Objective: Empower the Employee Group/One-on-one: Group

**Benefits** (Key Learning Concepts):

• Provide managers with the skills and knowledge they need to lead their teams effectively.

Save cost.

• Managers learn how to set sales goals, develop strategies for achieving those goals.

• Motivate and support their salespeople.

**Duration**: 10 Sessions

Timing: 1 hour each

Name of Session: Motivation for Sales Team Name of Trainer: Punam Agarwal

Session Objective: Empower the Employee Group/One-on-one: Group

**Benefits** (Key Learning Concepts):

• Improves their commitment towards business.

Motivated salesperson closes deals better.

• Reduces rate of absenteeism, and improve performance and profit.

**Duration**: 1 Session

Timing: 2 hours

Name of Session: Presentation Skills

Name of Trainer: Punam Agarwal

Session Objective: Employee Group/One-on-one: Group

**Benefits** (Key Learning Concepts):

• Key to both individual and company success.

• Fundamental skill to get your message across.

• Helps one showcase professionalism with confidence.

• Helps you get recognized as a leader.

**Duration**: 2 Sessions

Timing: 2 hours each

Name of Session: Business Communication Skills

Name of Trainer: Punam Agarwal

Session Objective: Empower the Employee

**Group/One-on-one**: Group

**Benefits** (Key Learning Concepts):

• Creates better relationships.

- Helps handle conflicts better.
- Builds empathy.
- Increases self-awareness.
- Builds trust.

**Duration**: 10 Sessions

Timing: 1 hour each

Name of Session: Business Meeting Etiquette Name of Trainer: Punam Agarwal

Session Objective: Empower the Employee Group/One-on-one: Group

**Benefits** (Key Learning Concepts):

• Fosters a professional environment.

• Generates a base level of mutual respect.

• Improves communication between employees.

• Creates a baseline for interaction with those of other cultures.

Improves your business image.

**Duration**: 1 Session

Timing: 2 hours

Name of Session: Business Social Etiquette

Name of Trainer: Punam Agarwal

Session Objective: Empower the Employee

Group/One-on-one: Group

**Benefits** (Key Learning Concepts):

• Avoids misunderstandings and offence.

• Makes first impressions count.

Makes communication clearer.

• Helps us be thoughtful about our conduct.

**Duration**: 1 Session

Timing: 2 hours

Name of Session: Business Interpersonal Skills

Name of Trainer: Punam Agarwal

Session Objective: Empower the Employee Group/One-on-one: Group

**Benefits** (Key Learning Concepts):

• Helps you earn respect.

- Become a better colleague and leader.
- Become an expert at relationship management.
- Gain a positive mindset to setbacks and conflict.

**Duration**: 10 Sessions

Timing: 1 hour each

Name of Session: Digital Etiquette Name of Trainer: Punam Agarwal

Session Objective: Empower the Employee Group/One-on-one: Group

**Benefits** (Key Learning Concepts):

• Encourages proper behavior and the process of using technology.

• Help make the online world a decent place for themselves and others.

• Allows you to find, use & create info online in a productive & useful way.

• Understand the use and misuse. Save cost.

Mindful conscious enjoyment.

**Duration**: 1 Session

Timing: 2 hours

Name of Session: Telephone Etiquette Name of Trainer: Punam Agarwal

Session Objective: Empower the Employee Group/One-on-one: Group

**Benefits** (Key Learning Concepts):

• Builds the trust of the potential customers.

• Facilitates communication and ensures that information flows smoothly and accurately.

Creating a positive and lasting first impression.

• Providing clear and concise communication assists with customer satisfaction.

**Duration**: 1 Session

Timing: 3 hours

Name of Session: Time Organizing

Name of Trainer: Punam Agarwal

Session Objective: Empower the Employee

**Group/One-on-one**: Group

**Benefits** (Key Learning Concepts):

• Enables you to achieve your goals.

• Prioritize work.

• Reduces Stress Levels

• Become work efficient.

**Duration**: 1 Session

Timing: 3 hours

Name of Session: Negotiation Skills

Name of Trainer: Punam Agarwal

Session Objective: Empower the Employee Group/One-on-one: Group

**Benefits** (Key Learning Concepts):

Prevents a conflict from escalating by using "preventive diplomacy".

Opens wide new areas of interests to both parties by expanding the "pie".

• Saves trouble & money by resolving in a short period of time disputes.

Improves communication maximizing the odds of a positive outcome.

**Duration**: 1 Session

Timing: 3 hours

Name of Session: ESL-General English: L1/L2/L3/L4/L5 Name of Trainer: Punam Agarwal

Session Objective: Empower the Employee Group/One-on-one: Group

**Benefits** (Key Learning Concepts):

• Be able to follow instructions given in English.

• Develop confidence to speak in English in Business, Commercial and Administrative environment.

• Engage in an activity directly related to work & influencing the quality of work.

• Improve relationship with others at work by using English to communicate.

**Duration**: 3 months twice a week – 24 sessions

Timing: 1 hour each session

Name of Session: ESL- Spoken English Name of Trainer: Punam Agarwal

Session Objective: Employee Group/One-on-one: Group

**Benefits** (Key Learning Concepts):

• Understanding how to communicate regarding day-to-day speech.

- Knowing the power of words and using them effectively
- Developing confidence to speak in English and communicate effectively.
- Be able to follow office/ work ambience etiquette while communicating with seniors and colleagues.

**Duration**: 3 months twice a week – 24 sessions

Timing: 1 hour each session

Name of Session: ESL- Writing Skills Name of Trainer: Punam Agarwal

Session Objective: Empower the Employee Group/One-on-one: Group

**Benefits** (Key Learning Concepts):

• Learn how to communicate in writing.

• Understand the use of punctuation in writing and words used.

• Learn to use grammar, tense, and vocabulary correctly.

• Be able to communicate effectively with confidence.

**Duration**: 3 months twice a week – 24 sessions

**Timing**: 1 hour each session

Name of Session: ESL- Listening Skills

Name of Trainer: Punam Agarwal

Session Objective: Employee Group/One-on-one: Group

**Benefits** (Key Learning Concepts):

• Focus more intensely to assimilate information, understand different topics better, and to remember more details from what you've learnt.

• Learn to be an active listener and alert after understanding the importance of the Listening Skills. Understand the context before answering any questions.

• Knowing the power of words and using them effectively

**Duration**: 3 months twice a week – 24 sessions

Timing: 1 hour each session

Name of Session: ESL- Reading Skills Name of Trainer: Punam Agarwal

Session Objective: Employee Group/One-on-one: Group

**Benefits** (Key Learning Concepts):

• Engage carious parts of your brain.

• Improve your comprehension and analytical skills.

• Grow as reader, speaker and independent thinker.

• Build vocabulary, learn about the world, and understand complex concepts.

**Duration**: 3 months twice a week – 24 sessions

Timing: 1 hour each session

Name of Session: Vocabulary

Name of Trainer: Punam Agarwal

Session Objective: Employee Group/One-on-one: Group

**Benefits** (Key Learning Concepts):

• Improve all areas of communication skills.

• Develop faster comprehension skills.

Communicate better and understand others communication.

• Build relationships with seniors and professionals.

**Duration**: 3 months twice a week – 24 sessions

**Timing**: 1 hour each session

Name of Session: Giving Feedback Name of Trainer: Punam Agarwal

Session Objective: Empower the Employee Group/One-on-one: Group

**Benefits** (Key Learning Concepts):

• Learn to give negative feedback positively.

• Learn to take feedbacks positively.

• Make feedback an opportunity to learn and progress.

**Duration**: 1 Session

Timing: 2 hours

Name of Session: Train the Trainer Name of Trainer: Punam Agarwal

Session Objective: Employee Group/One-on-one: Group

**Benefits** (Key Learning Concepts):

• Impart their respective trainings more efficiently and effectively.

• Understand the full training cycle to impart training to others efficiently.

Learn to respond to unexpected situations during trainings.

Learn the technicalities and skills of this role.

**Duration**: 2 Sessions

Timing: 3 hours each

Name of Session: Art of Persuasive Skills Name of Trainer: Punam Agarwal

Session Objective: Empower the Employee Group/One-on-one: Group

**Benefits** (Key Learning Concepts):

• Fosters empowerment and opens new opportunities.

• Helps you communicate better and overcome buyer resistance.

• Gives insight on divergent opinions and perspectives.

• Gain cooperation from all.

**Duration**: 2 Sessions

Timing: 2 hours each



#### Consultation



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Name of Session: Employee Counseling

**Session Objective**: Empower the Employee

Name of Consultant: Punam Agarwal

**Group/One-on-one**: Both

#### **Benefits** (Key Learning Concepts):

• Helps the employees to come out from the problems.

• Gives a new way to deal with the problems.

• Helps employee understand themselves, their roles and employer.

Helps employees overcome barriers to achieve their goals.

**Duration**: 1 Session

Timing: 1 hour

Name of Session: HR Consultation Name of Consultant: Punam Agarwal

Session Objective: Empower the HR Group/One-on-one: Both

**Benefits** (Key Learning Concepts):

Quicker deliverables.

• Cost effective options. Cost minimized.

• Utilization of core skills and effective execution.

• Manpower solutions.

**Duration**: Sessions depend on the project.

Timing: 1 hour each session

Name of Session: Vaastu/FengShui Consultation

Name of Consultant: Punam Agarwal

Session Objective: Empower Your Place

Group/One-on-one: One-on-one

**Benefits** (Key Learning Concepts):

• Concentrate on promoting a positive way of life by enhancing the flowing of positive energies at home.

• Promote happiness, prosperity, and good health, and feel energized.

**Duration**: 1 Session

Timing: 1 hour

Name of Session: Interior Designing Consultancy

Name of Consultant: Punam Agarwal

Session Objective: Empower the Place

**Group/One-on-one**: One-on-one

**Benefits** (Key Learning Concepts):

• Maximize your space with interior design.

• Enhance quality of life.

Interior design with a sense of functionality.

• Time and budget management.

**Duration**: 1 Session

Timing: 1 hour

Name of Session: Pranic/ Reiki Healing Name of Healer: Punam Agarwal

Session Objective: Empower Self and Others Group/One-on-one: Both

**Benefits** (Key Learning Concepts):

• Healing helps in cleansing homes, objects, workplaces.

• Creates positive energy, positive thinking and positive relationship.

Helps in relaxation and reduced pain and tension throughout the body.

• Alternate therapy used for health treatment.

**Duration**: 1 Session

Timing: 1 hour

Name of Session: Meditation Name of Meditator: Punam Agarwal

Session Objective: Empower Self Group/One-on-one: Both

**Benefits** (Key Learning Concepts):

• Building skills to manage your stress.

• Increasing self-awareness.

Focusing on the present.

Reducing negative emotions.

• Increasing imagination, creativity, patience and tolerance.

**Duration**: 1 Session

Timing: 1 hour

Name of Session: Tarot Card Reader

Name of Reader: Punam Agarwal

**Session Objective**: Empower Self

Group/One-on-one: One-on-one

**Benefits** (Key Learning Concepts):

• It turns self-care into soul care.

- It can complement therapy.
- Tarot can open dialogue.
- Gives a clear perspective.

**Duration**: 1 Session

Timing: 1 hour

Name of Session: Color Therapy Name of Healer: Punam Agarwal

Session Objective: Empower Self Health Group/One-on-one: Group

**Benefits** (Key Learning Concepts):

Stress management.

Decreased seasonal affective disorder symptoms.

Improved sleep. Energy rejuvenation.

Reduced anger. Improved relationships.

**Duration**: 1 Session

Timing: 1 hour

Name of Session: Motivational Speaker

Name of Motivator: Punam Agarwal

Session Objective: Empower people

Group/One-on-one: Group

**Benefits** (Key Learning Concepts):

• Empowers a person's confidence.

• Leaves a positive and rejuvenated impact.

• Gives one hope to handle life's battles.

• Helps in growth of an individual.

**Duration**: 1 Session

Timing: 1 hour

Name of Session: General Counseling Name of Counselor: Punam Agarwal

Session Objective: Empower Self Group/One-on-one: One-on-one

**Benefits** (Key Learning Concepts):

• Leads to self-discovery.

Develops confidence, hope, and encouragement.

Helps in the management of emotions.

• Contributes to self-acceptance. Improves your skill.

• Gives your point of view a direction. Provides mental peace.

Helps in improving lifestyle.

**Duration**: 1 Session

Timing: 1 hour