



## PEOPLE GROWER PROGRAMME

**Certificate of Completion in People Leadership Development**

**Course Code: M035/25**

**Duration:** 6 Days

**Delivery Format:** Hybrid

**Target Audience:**

- Executive and Managers

**Program Outcomes:**

Upon completion of this program, participants will be able to:

- Gain personal insights about themselves and the teams they are working with.
- Create and leverage various teams to lead by understanding how people work and how to coach them to achieve the organizations' objectives.
- Develop their personal toolkit to gain and access confidence and work through the vision and set direction for greater success.
- Discover the art of motivation by mastering the contexts for inspiring people and motivating them to perform better.
- Improve leadership skills by enhancing their ability to obtain results through others by influence.

**Detailed Syllabus**

**Module 1: Self-Mastery**

**Outcome:** Develop self-awareness and foundational leadership abilities through mastering communication, managing resources, and team coordination.

**Topics:**

Mastering Communication

- VUCA Cure
- Mindset of Success
- DOPE Personality Framework
- Trigger of Behaviour
- Love Language Framework

Managing People and Resources

- Performance Matrix
- Prioritization Techniques

Planning and Coordination

- LOV Diagram
- Customer Experience Chain
- Building Team SOP

**Activities:**

- Reflection: Identify personal communication triggers
- Game – CEO in a Box. Simulate managing a startup; organize a team, manage customers, and prioritize outcomes.
- Game – Mission Impossible. Teams execute coordinated planning and SOP improvement challenges.

**Assessments:**

- Written analysis: Personal communication style
- Team presentation: Business outcomes
- Group report: SOP planning and execution

**Module 2: Essential Communication & Leadership**

**Outcome:** Participants will learn to enhance reporting, build team cohesion, and apply principles of high performance to lead teams more effectively.

**Topics:**

Reporting and Execution

- Visual Sharing
- Building SOP Draft

### Team Alignment

- Tuckman Team Evolution
- DILTS logical thinking

### High Performance Culture

- Performance Quadrant
- Understanding communication leadership
- Bus Principle

### Putting it all Together

- Action Plan
- Pledge

### **Activities:**

- Game: Value your Core. Participants choose their best value and reflect on values sacrificed for personal gain, to appreciate personal values and the importance of sharing them.
- Escape from Camp. Participants navigate an obstacle course requiring teamwork and communication, to understand communication, strategic thinking, ego management, and leveraging team member strengths.

### **Assessments:**

- Case Study Analysis: Provide a case study of a project and ask participants to analyze the effectiveness of the reporting and execution methods used, suggesting improvements based on the day's learning.
- Tuckman Stage Identification: Present case studies of teams and ask participants to identify the stage of team development according to Tuckman's model, justifying their reasoning.
- Role-Playing: Assess participants' ability to apply communication leadership and the "Bus Principle" in a simulated team conflict scenario.

## **Module 3: Performance Appraisal and Coaching**

**Outcome:** Participants with the skills and knowledge to effectively appraise performance and coach individuals, enhancing their ability to develop others within their teams.

**Topics:**

Communication Style

- Identify Different Types of Personality Style
- How & What to Say During Coaching

Feedback & Feed Forward

- Positive Feedback
- Negative feedback
- Onsite & Offsite Coaching
- 5W1H of Coaching

Powerful Questioning

- Meta Stating Questions
- Meta Modelling Questions
- Getting to the root cause of beliefs
- Getting to the meaning of the beliefs

State Management

- Coaching vs Mentoring
- Performance Matrix
- Managing Physiology
- Managing Focus
- Managing Energy

**Activities:**

- Role-Playing: Participants practice coaching conversations, focusing on adapting their communication to different personality styles.
- Feedback Framework Practice: Participants practice giving and receiving feedback using structured models (e.g., SBI - Situation, Behavior, Impact).
- Coaching Demonstrations: The trainer demonstrates coaching conversations using powerful questioning techniques.

**Assessments:**

- Coaching Role-Play Evaluation: Participants are assessed on their ability to use appropriate language and communication techniques in a coaching role-play scenario.
- Feedback Analysis: Participants analyze feedback examples and identify effective and ineffective elements.
- Performance Management Plan: Participants develop a performance management plan for an employee, incorporating coaching strategies and state management techniques.

## **Module 4: Experiment Mindset - Innovation**

**Outcome:** Participants will be able to manage conflict effectively and cultivate an innovative mindset, incorporating strategic thinking and risk management in people management practices.

### **Topics:**

#### Conflict Management

- NLP Conflict Management
- SCORE Dance
- Internal and External Conflict

#### Innovation Mindset

- Strategic vs Tactical
- Lean Cycle
- Idea Storming
- Barriers to Innovation

#### Strategic Thinking & Risk Management

- Business Strategy via Value Chain
- Balance Score Card (KRA vs KPI)
- LOV Diagram in SOP
- Resource Planning

#### People Management

- TEAM Framework
- BCG Performance Matrix

### **Activities:**

- Game: Swish Pattern. Participants use NLP techniques to understand and resolve internal and external conflict by leveraging the subconscious mind.
- Simulation: The Toyota Way. Participants address commitment barriers to improve productivity, focusing on coaching, problem-solving, and motivation.
- Value Chain Analysis: Participants conduct a value chain analysis for a given company.

**Assessments:**

- Practical task: Creating a workflow that integrates at least two Microsoft applications.
- Conflict Analysis: Participants analyze case studies of workplace conflicts, identifying the type of conflict and applying NLP techniques to propose resolution strategies.
- Strategic vs. Tactical Application: Participants analyze scenarios and categorize actions as strategic or tactical, justifying their reasoning.

## **Module 5: Collaborative Problem Solving & Decision Making**

**Outcome:** Participants will be able to enhance skills in collaborative problem-solving and decision-making, equipping them with tools and techniques to effectively manage change and lead transformation.

**Topics:**

Transformation of Leadership

- Performance Quadrant
- Understanding communication leadership
- Bas Principle

Problem Solving & Change Management

- 5 Step in Problem Solving
- Finding Root Cause
- 6 Step to Change Management

**Activities:**

- Game: Into the Sky - Outcome: creative thinking and problem solving to be done as a team so that participants can be always open in looking things in different perspective into their problem and challenge ahead.

- Leadership Style Analysis: Participants analyze different leadership styles and their impact on transformation.

### **Assessments:**

- Team Problem-Solving Evaluation: In the "Into the Sky" game (or a similar team activity), participants are assessed on their collaborative problem-solving skills, creativity, and ability to consider different perspectives.
- Leadership Transformation Plan: Participants create a personal leadership development plan focused on becoming a transformational leader.

## **Module 6: BMC**

**Outcome:** Participants will be able to cultivate an entrepreneurial mindset and equip them with the tools and frameworks to understand and develop business models.

### **Topics:**

#### Embracing the Entrepreneurial Mindset

- Essential Mindset for Building Businesses
- Busting the Business Myths
- Understanding the BIG WHY

#### Business Model Canvass

- Building the business from top down
- Vision, Mission & Objectives
- Target Audience & Tribe Building
- Unique Selling Proposition
- SWOT Analysis

#### Understanding Business Success - The Fundamentals

- Understanding the 5 Pillars of Business Success
- Prospecting, Conversion, Value, Frequency & Profit Margin

#### Putting It all the Together

- Action Plan
- Pledge

### **Activities:**

- Deep Dive into the WHYS. Group Work - Participants will be crafting their big WHY

- Business Canvass Model. Groups will be designing their Business Canvass Model and present
- Business Case Analysis: Participants analyze business cases to identify how the 5 Pillars of Business Success are applied.

**Assessments:**

- "BIG WHY" Statement: Participants develop and present their personal "BIG WHY" statements, demonstrating their understanding of purpose-driven entrepreneurship.
- Business Model Presentation: Groups present their Business Model Canvases, explaining the key components and their rationale.
- Business Success Analysis: Participants evaluate the potential success of a business based on the 5 Pillars and financial metrics.