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Professional Skills

Course Catalogue

Strategic Storytelling

Course Overview: This course equips professionals with the power of strategic storytelling to drive influence in corporate settings. Participants will analyze their audience, clarify their core message, and structure content using proven storytelling frameworks to enhance persuasion, demonstrate leadership, and maintain brand positioning.

Ideal Learner Profile: Employees who are involved in strategic initiatives and high-stake communication with stakeholders.

Pre-requisites:
- Survey to gauge learner's expectations / unique needs
- Pre-reads/videos assigned prior to class

Expected Outcomes: Learners understand when to use strategic storytelling and how to use strategies and frameworks such as empathy map to tell a contextually relevant story.

Topics Covered:
- Science behind storytelling: How stories engage the brain
- Key elements of a strategic story (characters, conflict, resolution)
- Connection between business strategy, drivers of change, and storytelling.
- Evaluate dimensions of change to converge on storytelling goals
- Empathy Map to plan for audience-centered storytelling
- Structure a persuasive story (Beginning, Middle, End)
- Use storytelling frameworks: Hero's Journey & Three-Act Structure
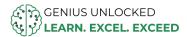- Create the story narrative that is contextually relevant.

Duration: 4 hours

Additional Expected Outcomes: Learners learn how to use storytelling for different outcomes, create and use diverse elements to increase the story impact, and produce the intended shifts.

Additional Topics Covered
- Balance logic and emotion in storytelling
- Strategic storytelling structures for persuasion vs. inspiration
- Craft critical scenes, emotional moments, and contrast/tension points for stronger impact
- Use quotes, props, data, and symbols to connect with your audience
- Overall communication strategy and strategic storytelling

Duration: 4 hours

Assertive Communication

Course Overview: This course equips professionals with the key strategies to become more assertive by first overcoming their fears and limiting beliefs about being assertive and then empowering them with powerful frameworks which are universally applicable.

Ideal Learner Profile: Employees who struggle in being assertive in 1:1 or in group settings.

Pre-requisites:
- Survey to gauge learner's expectations / unique needs
- Pre-reads/videos assigned prior to class

Expected Outcomes: Learners will be able to identify communication styles, understand assertiveness, assess your approach, and apply strategies to stay confident under pressure.

Topics Covered:
- Differences between passive, aggressive, passive-aggressive, and assertive communication
- Your communication style and role of assertiveness
- The psychology behind assertiveness
- Individual Assessment on 'Assertiveness Index'
- Assertiveness in 1:1 conversations
- 3 strategies to remain assertive under pressure or in emotionally charged situations

Duration: 4 hours

Additional Expected Outcomes: Learners will be able to leverage emotional intelligence to lead with assertiveness and navigate high-stakes situations confidently in group and leadership settings.

Additional Topics Covered
- Assertiveness vs. aggression: How emotional intelligence enhances communication
- Assertiveness in group settings and in high-stakes situations
- Assertiveness for leadership & influence

Duration: 4 hours

Being a Business Mentor

Course Overview: This course equips professionals with the core elements of mentoring along with a step-by-step approach for becoming a high impact mentor.

Ideal Learner Profile: Employees who want to acquire or improve mentoring skills.

Pre-requisites:
- Survey to gauge learner's expectations / unique needs
- Pre-reads/videos assigned prior to class

Expected Outcomes: Learners will be able to develop trust, structure mentorship, set goals, solve problems, provide feedback, and guide mentees toward sustained growth.

Topics Covered:
- What is business mentoring? (vs. coaching, consulting, and training)
- Key qualities of an effective business mentor
- Structure mentorship: Define goals, expectations, and outcomes
- The different phases of mentorship (initiation, development, conclusion)
- How to establish trust and rapport with mentees
- Help mentees define clear business goals
- Active listening and powerful questioning techniques

Duration: 4 hours

Additional Expected Outcomes: Learners will learn how a mentor can foster innovation, navigate challenges, coach decision-making, assess impact, and cultivate a mentoring culture for long-term success.

Additional Topics Covered
- The mentor's role in fostering innovation and strategic thinking
- Navigate mentorship challenges: Resistance, lack of progress, and misalignment
- Evaluate your effectiveness as a mentor

Duration: 4 hours

Communication Skills (Written)

Course Overview: This course equips professionals with the strategies and frameworks for clear and effective written communication.

Ideal Learner Profile: Employees who want to acquire or improve their written communication skills (email and instant messengers)

Pre-requisites:
- Survey to gauge learner's expectations / unique needs
- Pre-reads/videos assigned prior to class

Expected Outcomes: Learners how to master the five-step writing process, structure ideas clearly, craft impactful messages, and enhance readability for your audience.

Topics Covered:
- The 5-step writing process
- Understand what readers want & organizing ideas to make the reader's job easier
- Select proper openings and closings
- Compose and placing key messages and emphasizing important information
- Help readers understand your meaning

Duration: 4 hours

Additional Expected Outcomes: Learners will learn how to establish better flow and adopt the right tone for impact.

Additional Topics Covered
- Establish flow with transitions, writing crisp emails/messages, that convey meaning & simplify the reader's task
- Adopting proper tone and vocabulary

Duration: 4 hours

Consulting Workshop

Course Overview: This course is designed to equip professionals with essential consulting skills to advise clients effectively, solve complex business problems, and deliver high-impact solutions.

Ideal Learner Profile: Employees who want to improve their ability to consult with stakeholder /customers and drive outcomes.

Pre-requisites:
- Survey to gauge learner's expectations / unique needs
- Pre-reads/videos assigned prior to class

Expected Outcomes: Learners learn key consulting principles, client engagement, problem-solving frameworks, data validation, and communication strategies for effective advisory success.

Topics Covered:
- Establish trust and credibility with clients
- Manage client expectations and setting clear deliverables
- The consulting problem-solving approach
- Consulting Frameworks e.g. 5 Whys, Fishbone Diagram etc.

Duration: 4 hours

Additional Expected Outcomes: Learners understand client management, how to structured insights, and present insights to drive business success.

Additional Topics Covered
- Handle difficult clients and managing resistance to change
- Structure insights for clarity and impact
- Present findings using the Pyramid Principle

Duration: 4 hours

Cross Cultural Collaboration

Course Overview: This course is designed to equip professionals with the knowledge and skills necessary to effectively collaborate across cultures. The 4-hour foundational course introduces core concepts and practical tools, while the 4-hour advanced course delves deeper into complex scenarios and advanced strategies, building upon the foundational knowledge.

Ideal Learner Profile: Employees who want to improve their effectiveness in collaborating with team members, stakeholders, and customers across cultures.

Pre-requisites:
- Survey to gauge learner's expectations / unique needs
- Pre-reads/videos assigned prior to class

Expected Outcomes: Learn key cultural frameworks, communication styles, conflict resolution, and strategies for effective collaboration in diverse workplace environments effective advisory success.

Topics Covered:
- Culture and its impact on workplace interactions.
- Key cultural frameworks
- Manage variations in communication styles, power distance, individualism vs. collectivism, and time orientation.
- Assess personal cultural preferences and biases.
- Verbal and non-verbal communication differences across cultures.
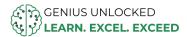- Active listening and empathy in multicultural settings.

Duration: 4 hours

Additional Expected Outcomes: Develop a global mindset and master negotiation and decision-making across diverse cultural landscapes. with difficult situations. shifts.

Additional Topics Covered
- Develop a global mindset to navigate complex cultural landscapes.
- Understand cultural influences on negotiation styles and decision-making processes.

Duration: 4 hours

Developing Business Acumen

Course Overview: This course is designed to develop business acumen in learners by mastering finance, strategy, operations, market analysis, and business models while managing scope creep, navigating change, and articulating complex challenges for effective decision-making.

Ideal Learner Profile: Employees who want to deepen their business acumen for their line of business, function, or org.

Pre-requisites:
- Survey to gauge learner's expectations / unique needs
- Pre-reads/videos assigned prior to class

Expected Outcomes: Learn finance, strategy, operations, market analysis, business models, and competitive frameworks to think like a leader. Environments effective advisory success.

Topics Covered:
- The key elements of business acumen: Finance, strategy, operations, market awareness, and industry analysis
- Introduction to business models and value creation
- Competitive analysis frameworks: SWOT, Porter's Five Forces, PESTLE
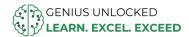- Think like a business leader

Duration: 4 hours

Additional Expected Outcomes: Learn how to manage scope creep, navigate change, and articulate complex business challenges for effective decision-making and strategic impact.

Additional Topics Covered
- Creating a Business Case:
  - Scope creep
  - Change Management
  - Articulating business complexities

Duration: 4 hours

Developing World Class Teams

Course Overview: The foundational course is designed to equip professionals with skills to manage team dynamics, communication, trust, and leadership while navigating power dynamics, driving agility, ensuring operational excellence, and fostering continuous growth.

Ideal Learner Profile: Leaders and managers who want to build world class teams that deliver outcomes, are resilient, and drive industry transformations.

Pre-requisites:
- Survey to gauge learner's expectations / unique needs
- Pre-reads/videos assigned prior to class

Expected Outcomes: Learn team dynamics, communication, trust, leadership, motivation, and collaboration to drive high performance and success. effective advisory success.

Topics Covered:
- Characteristics and key success factors of a world class team
- Team roles and dynamics
- Role of psychological safety in team performance
- Principles of open and transparent communication
- Active listening and giving constructive feedback
- Building trust and fostering a culture of collaboration

Duration: 4 hours

Additional Expected Outcomes: Learn how to navigate power dynamics, drive agility, ensure operational excellence, and implement feedback loops for continuous team growth.

Additional Topics Covered
- Navigate power dynamics and decision-making in teams
- Encourage agility and operational excellence
- Implement feedback loops for continuous team growth

Duration: 4 hours

Negotiation Skills

Course Overview: The foundational course is designed to equip professionals with essential negotiation skills to navigate business deals, workplace discussions, and high-stakes negotiations effectively. The 4-hour foundational course introduces core principles, while the 4-hour advanced course builds on these fundamentals with advanced techniques, influence strategies, and high-pressure negotiation tactics.

Ideal Learner Profile: Leaders and managers who are involved in negotiations as part of their role.

Pre-requisites:
- Survey to gauge learner's expectations / unique needs
- Pre-reads/videos assigned prior to class

Expected Outcomes: Learn how to master negotiation types, overcome objections, navigate cultural differences, apply active listening, and leverage BATNA and ZOPA for success.

Topics Covered:
- Types of negotiation: Distributive vs. integrative approaches
- Common negotiation myths and mistakes in the context of:
  - Resistance and handling objections
  - Cultural differences in negotiation styles
- Active listening and using questioning techniques to uncover interests
- Introduction to BATNA (Best Alternative to a Negotiated Agreement) and ZOPA (Zone of Possible Agreement)

Duration: 4 hours

Additional Expected Outcomes: Apply skills learned in a case study.

Additional Topics Covered
- Case Study: BATNA and ZOPA

Duration: 4 hours

Advanced Presentation Skills

Course Overview: The advanced course is designed to empower learners on how to leverage the techniques of presentation structure, visual design, and audience engagement while overcoming anxieties, tailoring messages, and delivering impactful in-person and virtual presentations.

Ideal Learner Profile: Anyone involved in presenting insights to peers, stakeholders, and customers.

Pre-requisites:
- Survey to gauge learner's expectations / unique needs
- Pre-reads/videos assigned prior to class

Expected Outcomes: Learn presentation structure, visual design, purposeful color use, engaging visuals, and overcoming presentation anxieties for impactful delivery. Learn how to tailor messages, engage remote audiences, enhance visuals, and simplify complex data for impactful virtual presentations.
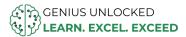
Topics Covered (Day 1: 4 hours)
- Start with 'WHY' are presentation is required?
- Understand your audience.
- Structuring your presentation with a clear beginning, middle, and end.
- Applying design principles to enhance slide aesthetics.
- Using color purposefully to convey meaning.
- Incorporating visuals that support and amplify your message.
- Overcoming common presentation anxieties.

Topics Covered (Day 2: 4 hours)
- Tailoring messages to suit virtual platforms.
- Maintaining audience attention in a remote setting.
- Utilizing interactive elements to boost engagement.
- Ensuring visual clarity across different devices and screen sizes.
- Using data visualization to simplify complex information.

Duration: 8 hours

Speak Up with Confidence

Course Overview: This program is designed to help individuals develop and enhance their public speaking skills, focusing on building confidence, authenticity, and effective communication techniques. The 4-hour foundational course introduces core principles and strategies, while the 4-hour advanced course builds upon these concepts and delving deeper into advanced techniques.

Ideal Learner Profile: Anyone keen to improve their speaking skills.

Pre-requisites:
- Survey to gauge learner's expectations / unique needs
- Pre-reads/videos assigned prior to class

Expected Outcomes: Learn how to overcome anxiety, embrace authenticity, master communication skills, and practice with real-time feedback to enhance public speaking confidence.

Topics Covered:
- Manage Speaking Anxiety
- Recognize personal triggers and responses.
- Embrace individual speaking styles.
- Build self-awareness through reflective exercises.
- Practice authenticity in communication to connect with the audience.
- Active listening and its role in engaging dialogues.

Duration: 4 hours

Additional Expected Outcomes: Learn how to manage nervousness, build resilience through practice, and transform anxiety into confident and impactful speeches.

Additional Topics Covered
- Deep dive into techniques to manage nervousness.
- Build resilience through exposure and practice.
- Transform anxiety into positive energy during presentations.

Duration: 4 hours

Stakeholder Management

Course Overview: This program is designed to empower professionals with the skills and strategies needed to Learn to identify, analyze, and engage stakeholders by aligning outcomes, tailoring communication, resolving conflicts, challenging decisions, and fostering open feedback.

Ideal Learner Profile: Anyone working with multiple stakeholders across programs, projects, initiatives.

Pre-requisites:
- Survey to gauge learner's expectations / unique needs
- Pre-reads/videos assigned prior to class

Expected Outcomes: Learn how identify, analyze, and engage stakeholders effectively by aligning outcomes, tailoring communication, and sharing relevant insights.

Topics Covered:
- Categorize stakeholders based on influence and impact
- Use stakeholder analysis techniques (Power-Interest Matrix, Influence Mapping)
- Align common outcomes with stakeholders
- Tailor communication styles for different stakeholders
- Share relevant and right altitude of insights with stakeholders

Duration: 4 hours

Additional Expected Outcomes: Learn how to navigate conflicts, challenge decisions, and foster open feedback for effective stakeholder engagement and resolution.

Additional Topics Covered
- Challenging decisions
- Open feedback
- Identify and address stakeholder conflicts

Duration: 4 hours

Time Management

Course Overview: This program is designed to empower professionals with essential and advanced time management skills to enhance productivity, reduce stress, and achieve personal and professional goals. The 4-hour foundational course introduces core principles and techniques, while the 4-hour advanced course builds upon these concepts, delving deeper into strategic planning, advanced methodologies, and personalized approaches.

Ideal Learner Profile: Anyone keen on improving their productivity with strategies for better time management.
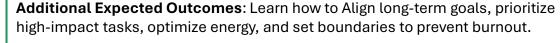
Pre-requisites:
- Survey to gauge learner's expectations / unique needs
- Pre-reads/videos assigned prior to class

Expected Outcomes: Learn how to identify time-wasting habits, set SMART goals, prioritize tasks, use scheduling tools, and apply focus-enhancing techniques.

Topics Covered:
- Identify personal time-wasting habits.
- Conduct a time audit to evaluate daily activities.
- Define Specific, Measurable, Achievable, Relevant, and Time-bound objectives.
- Use the Eisenhower Matrix to categorize tasks based on urgency and importance.
- Utilize the ABC analysis for task prioritization.
- Utilize calendars, planners, and digital tools for scheduling.
- Apply the Pomodoro Technique to maintain focus.

Duration: 4 hours

Additional Expected Outcomes: Learn how to Align long-term goals, prioritize high-impact tasks, optimize energy, and set boundaries to prevent burnout.

Additional Topics Covered
- Establish and align long-term objectives with personal and professional aspirations.
- Apply the Pareto Principle (80/20 rule) to focus on high-impact tasks.
- Understand the correlation between energy levels and productivity.
- Setting boundaries to prevent burnout and maintain well-being.

Duration: 4 hours

Being a Business Leader

Course Overview: This program is designed to develop core leadership competencies, strategic decision-making, and influence skills for professionals aspiring to lead effectively. The 4-hour foundational course covers fundamental leadership principles, while the 4-hour advanced course builds on these concepts with advanced leadership strategies, executive presence, and transformational.

Ideal Learner Profile: New or aspiring leaders.

Pre-requisites:
- Survey to gauge learner's expectations / unique needs
- Pre-reads/videos assigned prior to class

Expected Outcomes: Lead with confidence, emotional intelligence, communication, influence, and decision-making skills to create impact as a business leader.

Topics Covered:
- Leadership vs. management: Understanding key differences
- Self-assessment: Identifying personal leadership strengths and areas for growth
- Develop a growth mindset and emotional intelligence
- Lead with confidence and authenticity
- The art of persuasive and clear communication
- Active listening and giving constructive feedback
- Influence without authority and managing up
- Critical thinking frameworks for effective leadership

Duration: 4 hours

Additional Expected Outcomes: Learn how to align goals, navigate change, build executive presence, and foster a culture of accountability and innovation.

Additional Topics Covered
- Aligning team and organizational goals for business impact
- Navigate change and leading through transformation
- Develop executive presence and commanding respect
- Create a culture of accountability and innovation

Duration: 4 hours

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