Master Corporate Training Library

2025 Version

For Corporate Trainers, Training Managers and Training Departments

1 50+ TOPICS / 3000+ SLIDES

2 50+ PDFS FOR SOFT SKILLS

3 80+ MANAGERIAL FILES

4 70+ CASE STUDIES

5 25 SUPPORTING DOC FILES

6 PAID LEADERSHIP EBOOKS

7 ADDITIONAL LEADERSHIP KIT

iCARIANS

Master Corporate Training Library
is a **Collection of 6 Training Kits**

Soft Skills Training Kit
For Soft Skills Trainers
Exclusively Designed to Train Junior and Mid Level employees
- 11 SOFT SKILLS TOPICS WITH OVER 600+ SLIDES
- TRAINING CHECKLISTS & PRE TRAINING QUESTIONNAIRE
- WITH MODULE SPECIFIC ACTIVITIES, ROLEPLAYS
- TNA TEMPLATES WITH TRAINING EVALUATION FORM

New Manager Training Kit
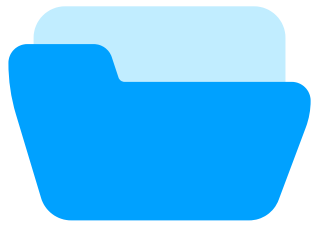Designed to train New & Aspiring Managers
For Corporate Trainers and Training Managers
- 17 MANAGERIAL TOPICS
- TRAINER'S NOTES
- TRAINING RESOURCES
- PRE ASSESSMENTS
- FORMATIVE ASSESSMENTS
- POST TRAINING EVALUATION
- 15 SUPPORTING DOC FILES

Leadership Training Kit
For Corporate Trainers and Training Managers
- LEADERSHIP PPTS
- PAID LEADERSHIP EBOOKS
- TRAINING RESOURCES
- THEORIES & ACTIVITIES
- CORPORATE EXAMPLES
- 70+ CASE STUDIES
- 15 SUPPORTING DOC FILES

Sales Training Kit
For Sales Trainers, Leaders and Sales Managers
Exclusively Designed to Train Junior and Mid Level employees
- OVER 100 SLIDES
- TRAINER'S NOTES AND SCRIPTS FOR EACH SLIDE.
- WITH MODULE SPECIFIC ACTIVITIES, ROLEPLAYS
- OBJECTIONS HANDLING & SALES TECHNIQUES GUIDES

Organisational Dynamics Training Kit
For Corporate Trainers and Training Managers
- 12 ORGANISATIONAL TOPICS
- 15 SUPPORTING DOC FILES
- DETAILED PRESENTATIONS
- 70+ CASE STUDIES
- EDITABLE FILES

Training Needs Analysis Kit
For Corporate Trainers, HRs and Training Managers
Designed to Train Trainers and Managers
- 35+ Slides
- 08 Sections
WITH DETAILED TNA DOCUMENTS

And it has been designed for..

ICARIANS

For -

- Corporate Trainers
- Training Managers
- HR Professionals
- Leadership and Management Trainers
- Organisational Developement Coaches
- Operations and Quality Managers
- Aspiring Trainers and Managers
- Freelance Training Consultants
- Training and Development Departments

50+ TRAINING TOPICS AND BONUSES

WITH AVERAGE 50+ SLIDES IN EACH TOPIC

Let's Look inside each Training Kit

Soft Skills Training Kit

For Soft Skills Trainers

iCARIANS

Exclusively Designed to
Train Junior and Mid Level employees

1 — **11 SOFT SKILLS TOPICS WITH OVER 600+ SLIDES**

2 — **TRAINING CHECKLISTS & PRE TRAINING QUESTIONNAIRE**

3 — **WITH MODULE SPECIFIC ACTIVITIES, ROLEPLAYS**

4 — **TNA TEMPLATES WITH TRAINING EVALUATION FORM**

This Kit Holds 11 Folders

And Each Folder holds 7 Exclusive Files

And The 11 Folders are..

Soft Skills

Business Communication

Facilitation Skills

Presentation Skills
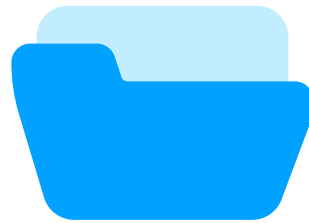
Interpersonal Skills

Personality Development

Personal Productivity

Negotiation Skills

Team Building & Goal Setting

Time Management

Managing Stress at Work

Each Folder contains Topic Specific Training Files

Training Checklist

Pre-Training Questionnaire

Training Topic PPT

Recommended Activities

Post-Training Questionnaire

BONUS - A TNA TEMPLATE WITH A COMMON TRAINING EVALUATION FORM
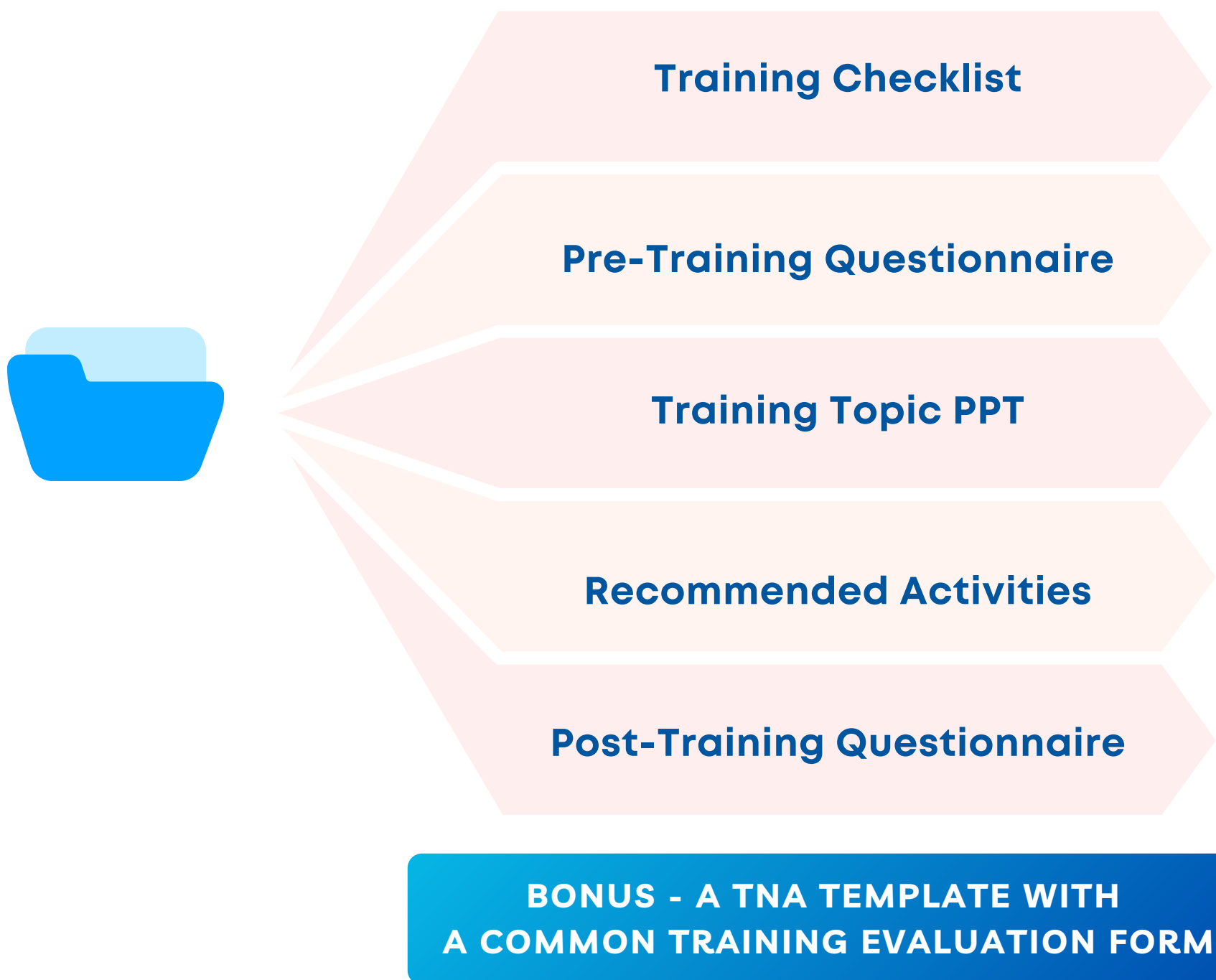
Let's look at some screenshots -

New Manager Training Kit

Designed to train New & Aspiring Managers

For Corporate Trainers and Training Managers

1 17 MANAGERIAL TOPICS

4 TRAINER'S NOTES

2 TRAINING RESOURCES

5 PRE ASSESSMENTS

3 FORMATIVE ASSESSMENTS

5 POST TRAINING EVALUATION

5 25 SUPPORTING DOC FILES

ICARIANS
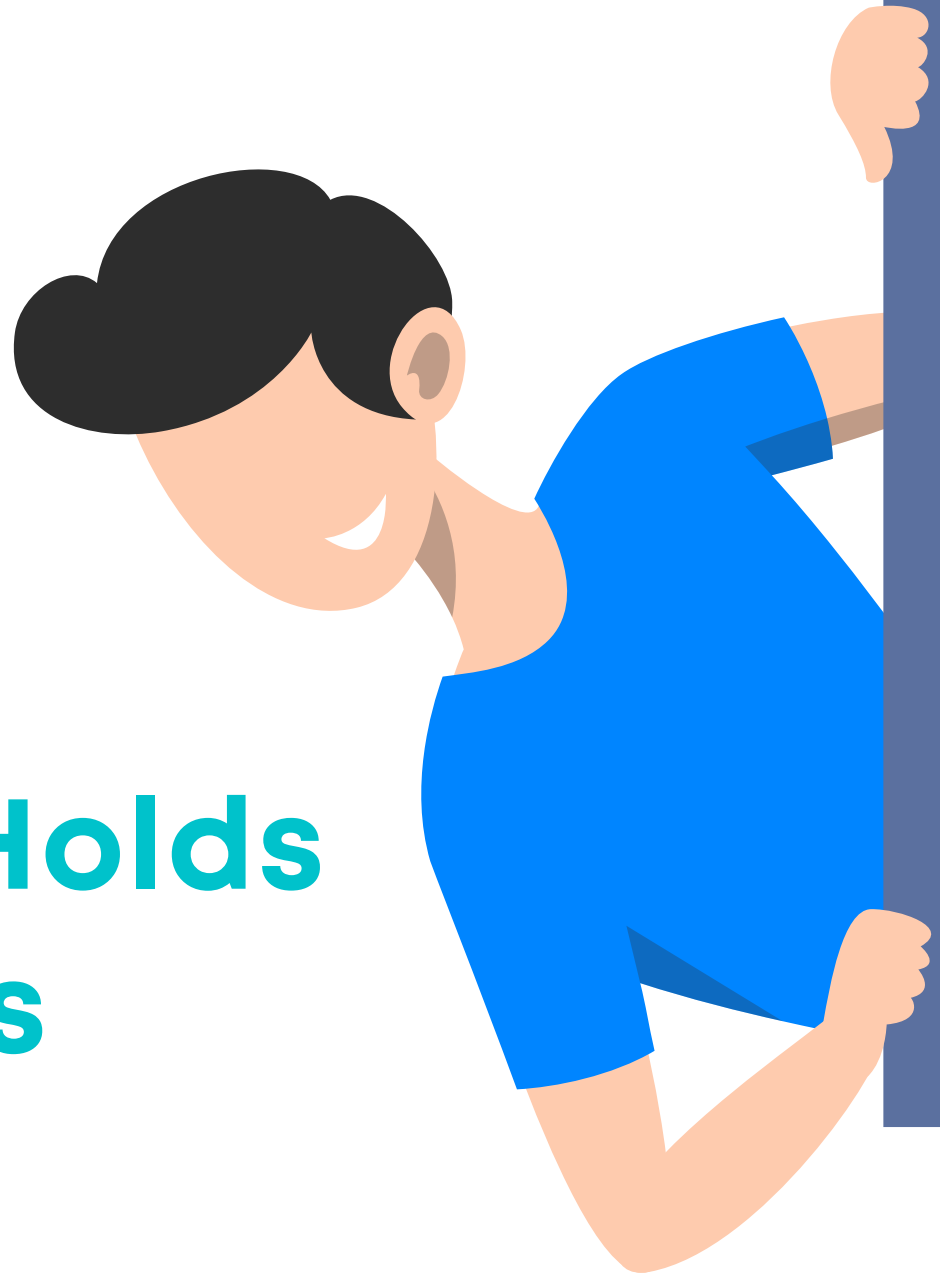
Instead of 17 Topics

Now This Kit Holds 17 Folders

"Plus 3 Additional Support Files Folders"

And Each Folder holds Exclusive Files

And the 17 Folders are -

1. 360 Degree Feedback

2. Coaching and Mentoring

3. Customer Handling

4. Decision Making

5. Effective Meetings

6. Employee Absenteeism

7. Employee Motivation

8. New Manager

9. Problem Solving

10. Selling Professional Services

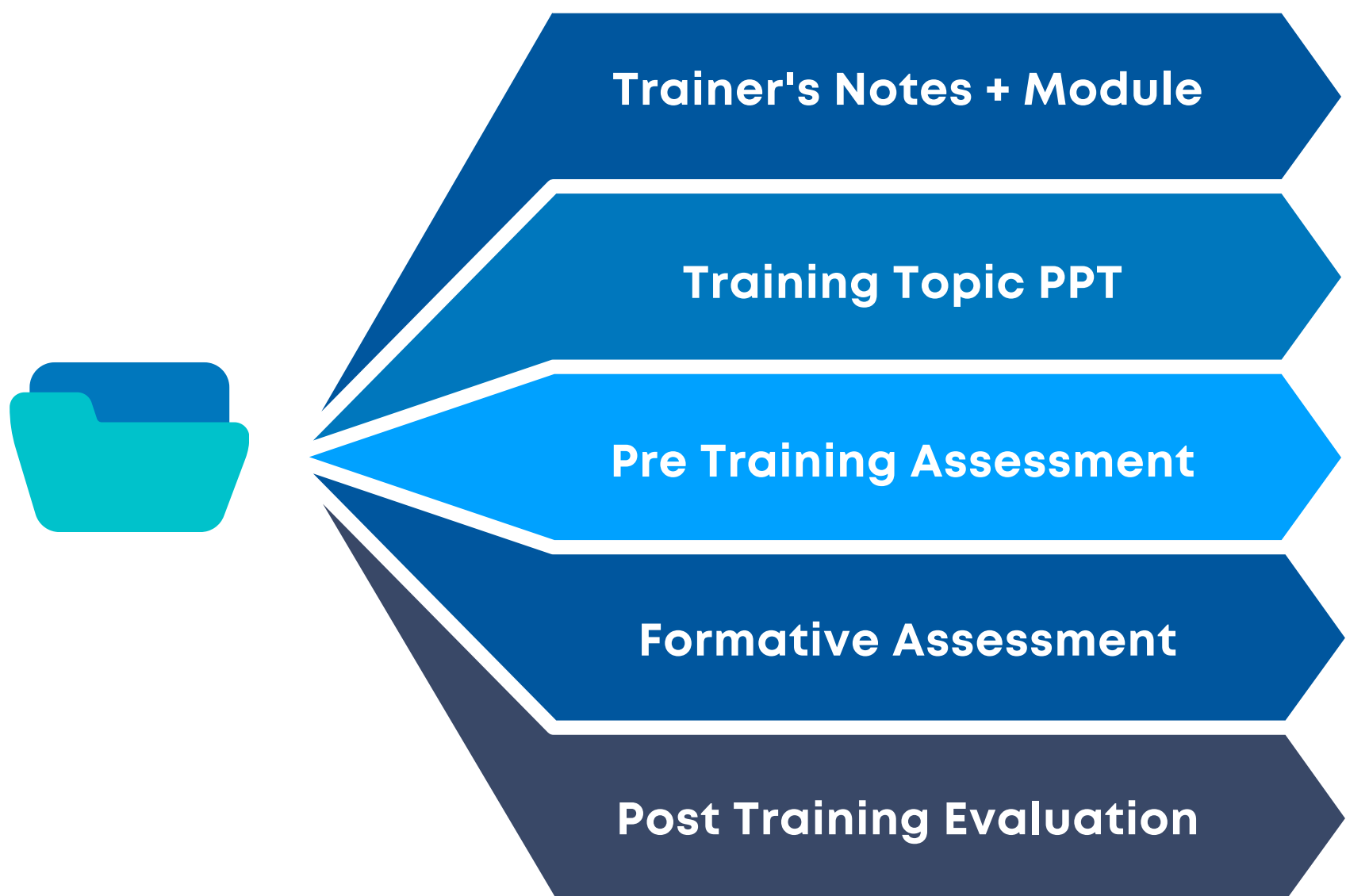**11. Telesales**

12. Change Management

13. Conflict Management

14. Project Management

15. Quality Management

16. Strategic Management

17. Strategic Measurement

Each Folder contains 5 Specific Training Files -

Trainer's Notes + Module

Training Topic PPT

Pre Training Assessment

Formative Assessment

Post Training Evaluation

ALONG WITH 3 ADDITIONAL FOLDERS

Value Addition Resources

NEW UPDATE

- Leadership Styles Role Play

- The Marshmallow Challenge

- Blindfold Activity

- Empathy Mapping

- Feedback Circle

- Grow Model Practice

- Leadership in Crisis

- Leadership Journaling

- Leadership Skill Auction

- Situational Leadership

- Storytelling for Leaders

- Survival Simulation

- SWOT Analysis Workshop

- Values Based Decisions

- Vision & Values Exercise

- 50 Activities for Developing Critical Thinking

- 50 Activities for Developing Management Skills

- 50 Activities for Emotional Intelligence

- Diversity and Inclusion Activities.

- Enthusiasm and Attitude Activities.

Leadership Training Kit

2025 version

For
Corporate Trainers and Training Managers

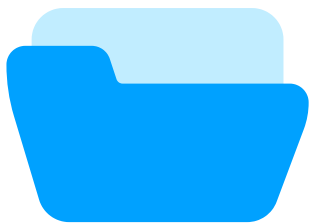| 1 | LEADERSHIP PPTS |
2	TRAINING RESOURCES
3	CORPORATE EXAMPLES
4	PAID LEADERSHIP EBOOKS
5	THEORIES & ACTIVITIES
5	70+ CASE STUDIES
5	25 SUPPORTING DOC FILES

iCARIANS

This Leadership Kit Holds 6 Folders

And Each Folder holds specific Leadership Training Files

And The 6 Folders are..

Leadership PPTs

Training Resources

Corporate Leaders Examples

Leadership Theories

Leadership Ebooks

Detailed Activities Collection

📁 1. Leadership PPTs

1. Leadership (82 Slides)
2. Leadership Influence (80 Slides)
3. Leadership Delegation (66 Slides)
4. Change Leadership (72 Slides)
5. Change Management (73 Slides)
6. Strategy Culture & Leadership (69 Slides)
7. Leadership Theories (25 Slides)
8. Leadership Styles (33 Slides)
9. Conflict Management (68 Slides)
10. Strategic Management (53 Slides)

📁 2. Training Resources

1. Pre Training Questionnaires
2. 2 day Sample Leadership Training Module
3. Instructional Plan
4. Activity Sheets for Participants
5. Leadership Styles
6. Identifying Leadership (Questionnaire)
7. Post Training Questionnaire
8. Training Evaluation
9. Training Feedback Form
10. TNA Template

📁 3. Examples of Corporate Leaders

- Elon Musk with Spacex
- Howard Schultz, Starbucks
- Indira Nooyi, PepsiCo
- Jeff Bezos, Amazon
- Marry Barra, General Motors
- Paul Polman, Uniliver
- Satya Nadella, Microsoft
- Steve Jobs, Apple
- Azim Premji, Wipro
- Ritesh Agarwal , OYO
- Tim Cook, Apple
- Sundar Pichai, Google
- Ratan Tata, TATA Group
- Rajiv Bajaj, Bajaj Auto
- Sanjiv Mehta, Unilever
- Mukesh Ambani, Reliance
- Anand Mahindra, Mahindra
- Vineet Nayar, HCL
- Uday Kotak, Kotak Mahindra
- Naina Lal, HSBC

📁 4. Theories with Applications

- Authentic Leadership
- Contigency Theory
- Distributed Leadership
- Attribution Theory
- Behavioral Leadership
- LMX Theory
- Great Man Theory
- Level 5 Theory
- Participative Leadership
- Path Goal Theory
- Servant Leadership
- Situational Leadership
- Trait Theory
- Transactional Theory
- Transformational Theory

📁 5. Paid Leadership E-books

- Act like a Leader, Think like a Leader (153 pages)
- Active Training (priced above ₹4000 on Play Books) (413 pages)
- Decision Making pocket book (112 pages)
- Leadership Training Activity Book (336 pages)
- Leadership on the Go (108 pages)

📁 6. Detailed Activities

- Leadership Styles Role Play
- The Marshmallow Challenge
- Blindfold Activity
- Empathy Mapping
- Feedback Circle
- Grow Model Practice
- Leadership in Crisis
- Leadership Journaling
- Leadership Skill Auction
- Situational Leadership
- Storytelling for Leaders
- Survival Simulation
- SWOT Analysis Workshop

- Values Based Decisions
- Vision & Values Exercise

- 50 Activities for Developing Critical Thinking
- 50 Activities for Developing Management Skills
- 50 Activities for Emotional Intelligence
- Diversity and Inclusion Activities.
- Enthusiasm and Attitude Activities.

Organisational Dynamics Training Kit

2025 version

For
Corporate Trainers and Training Managers

1 12 ORGANISATIONAL TOPICS

5 25 SUPPORTING DOC FILES

2 DETAILED PRESENTATIONS

3 EDITABLE FILES

4 70+ CASE STUDIES

ICARIANS

This Kit Holds
12 Organisational
Dynamics Presentations

Organisational Dynamics

Sales
Training Kit

For Sales Trainers, Leaders and Sales Managers

ICARIANS

2025 version

Exclusively Designed to
Train Junior and Mid Level employees

1   **OVER 100 SLIDES**

2   **TRAINER'S NOTES AND SCRIPTS FOR EACH SLIDE.**

3   **WITH MODULE SPECIFIC ACTIVITIES, ROLEPLAYS**

4   **OBJECTIONS HANDLING & SALES TECHNIQUES GUIDES**

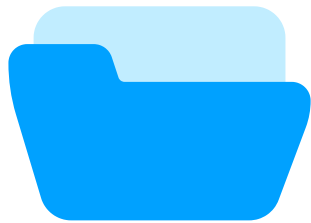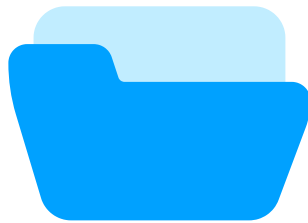# This Sales Training Kit Holds 11 Folders

And Each Folder holds specific Sales Training Files

And The 11 Folders are..

Training Module & PPT

Module 1

Module 2

Module 3

Module 4

Module 5

Module 6

Module 7

Sales Techniques

Objections Handling

Training Assessments

Key Highlight

✤

Entire Module comes with Trainer's Notes and Trainer's Scripts for Each Slide.

Yes you heard that right, **For Each Slide**.

Let's get to the details.

Training Content Folders

📁 1. Modules & Main Presentation

1. A short 3 hour Training Module
2. A detailed 2 Day Training Module
3. Training Presentation of over 100+ slides

📁 2. Introduction to Sales

1. Trainer's Guide
2. Specific Activities for Module 1
3. Trainer's Notes of each Slide 1 to 10

📁 3. Understanding Customers

1. Trainer's Guide
2. Specific Activities for Module 2
3. Trainer's Notes of each Slide 11 to 25

📁 4. Sales Techniques & Tools

1. Trainer's Guide
2. Specific Activities for Module 3
3. Trainer's Notes of each Slide 26 to 40

📁 5. Prospecting & Lead Generation

1. Trainer's Guide
2. Specific Activities for Module 4
3. Trainer's Notes of each Slide 41 to 50

📁 6. Closing Sales and Follow up

1. Trainer's Guide
2. Specific Activities for Module 5
3. Trainer's Notes of each Slide 51 to 65

📁 7. Personal Development

1. Trainer's Guide
2. Specific Activities for Module 6
3. Trainer's Notes of each Slide 66 to 73

📁 8. Workshop Wrap up

1. Trainer's Guide
2. Specific Activities for Module 7
3. Trainer's Notes of each Slide 74 to 80

Knowledgeable Guides for Sales conversations

📁 9. Sales Techniques & Strategies

12 Detailed Guides on different Sales Techniques and Strategies like Spin Selling, Solution Selling, Value based selling, Neat Selling, ABS Selling and more.

📁 10. Objections Handling

10 Detailed Guides with examples on Objections Handling like Price & Budget objections, Trust Objections, Authority Objections, Timing Objections and more.

📁 11. Training Assessments

1. Pre Training Assessment
2. Formative Assessment
3. Post Training Assessment

Training Needs Analysis Kit

ICARIANS

2025 version

For Corporate Trainers, HRs and Training Managers

Designed to Train Trainers and Managers

35+ Slides   **08** Sections

WITH DETAILED TNA DOCUMENTS

Package Includes

❖

35+ Slides

White labelled and completely **Editable**

Along with -

- **Trainer's Guide for 90 minutes session**
- **Detailed Trainer's Notes for Each Slide**
- **Sample TNA Template**
- **Sample Training Evaluation Form**
- **TNA Form**
- **TNA Process Checklist**
- **TNA Questionnaire**
- **Methods of Training Needs Identification**

Let's look at some screenshots

PPT Content Topics

1. Introduction

2. What is TNA

3. Key Steps in TNA

4. Tools for TNA
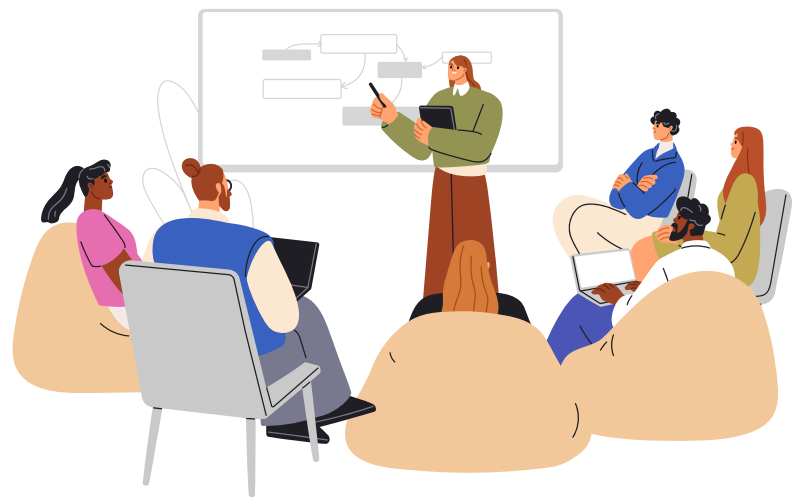
5. Example Scenarios

6. Challenges in TNA

7. Activities

8. Key Takeaways

Let's Look at some Screenshots

Of the Content

Designed with Creativity and Elegance

Follow up Matters

Builds Long-term Relationships

Ensures Customer Satisfaction

A strong hope for Future Sales

59

Buyer Personas

Let's Explore →

Building Authenticity In Sales

1. Be Genuine
2. Admit when you don't have answer
3. Be consistent
4. Align your values with customer
5. Show long term commitment

20

Let's Recap - |

| Module 1	Module 2	Module 3	Module 4
Understanding the Sales Process	Importance of customer centric selling	Effective Communication, Consultative Selling	Cold Calling and Leveraging Networks

74

Personalized Action plan

1 What resonated with you the most?

2 What improvements you think you need?

3 Setting Smart Goals

76

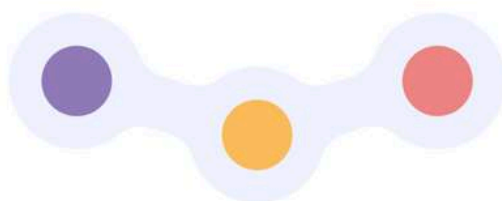## Why Product Knowledge Matters

Builds Credibility

Enhances Trust

Enables Problem Solving
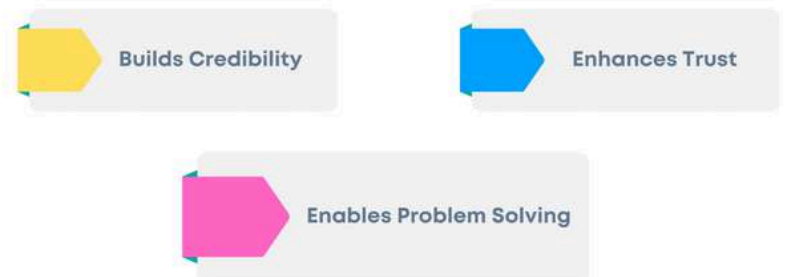
Sales Mindset

Growth Mindset

Positive Attitude

Staying Resilient

What is Prospecting..!

The process of identifying and qualifying potential customers for your product or service.
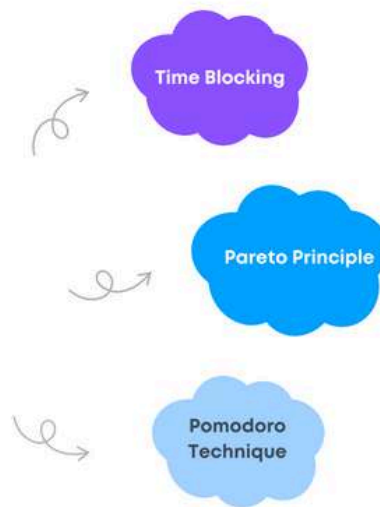
41

Handling Rejections Positively

In sales, rejection is a part of the process. Not every customer will say ok and that's Okay.

"When faced with rejection, thank the customer for their time, maintain professionalism, and leave the door open for future conversations."

More Time Management Techniques

Time Blocking

Pareto Principle

Pomodoro Technique

69

Cold Calling & Outreach Techniques

Let's Explore →

Impact of Good service on Sales

Positive Referrals

Brand Reputation

Customer Retention

Increased Sales

Feedback and Improvement

25

Effective Questioning

Open Ended Questions

Probing Questions

Clarifying Questions

erstanding e Sales rocess

Importance of customer centric selling

Effective Communication, Consultative Selling

Cold and Le Net

37

Closing Techniques

Assumptive Close

Urgency Close

"When would you like the delivery to begin"?

"The Offer is only valid for today."

51

Handling Final Objections

Apply LAER Framework to address the last minute hesitations offering customers.

L Listen

A Acknowledge

E Explore

R Respond

Why Conduct TNA

1. Enhances efficiency.
2. Boosts employee morale
3. Keep supportive environment

Clean and Exclusive

Step 6 - Develop a Training Plan

Content — Methods — Resources
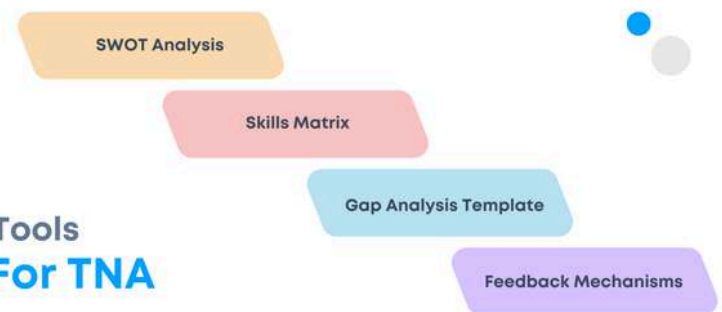
Example: Role-playing for customer service.

04

12

Step 3 - Collect Data

Methods -

- Surveys and questionnaires.
- Interviews.
- Observations.
- Performance metrics.

Tools For TNA

- SWOT Analysis
- Skills Matrix
- Gap Analysis Template
- Feedback Mechanisms

08

14

Interactive Quiz.

What's the first step in TNA?

Collect data

Define objectives

Analyze data

● Loading...

30

Real Life TNA Example

Retail Sales Decline

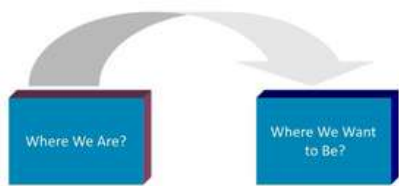Observation — Lack of Upselling — Sales Training Workshop — Solution

24

Challenges in TNA

1. Resistance to change.
2. Incomplete data.
3. Time constraints.

Tool - 2

Skills Matrix

Employee	Skill A	Skill B	Skill C
Employee 1	Expert	Intermediate	Beginner
Employee 2	Beginner	Expert	Intermediate

22

16

With diagrams

Where We Are? → Where We Want to Be?

The Transition

Current Situation

Transition

New Situation

Need to take the new way

Need to let go of the old

What is Strategy?

Where Are We Going?

How Are We Going To Get There?

Where Are We Now?

Do We Need Strategy?

CHANGE

Market Conditions
Technology
Political & Legislative Conditions
New Opportunities
Evolving Customer Needs
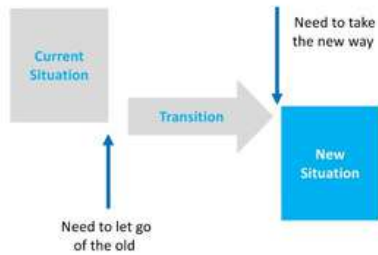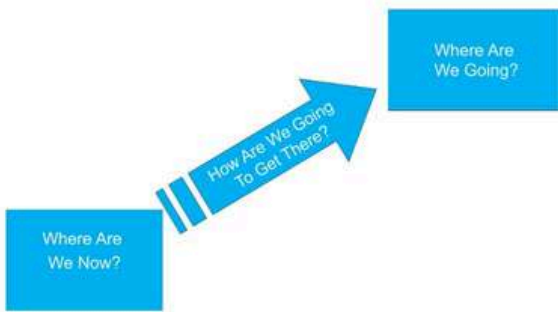
Visioning

Formalize the Need for Change

Identify Issues & Potential Consequences

Develop Alternative Solutions

Choose the Appropriate Vision

Formalize the Vision

Formalize the Need for Change

- What is leading the change?
  - Economic Pressures
  - Technology
  - Customer Satisfaction

- What is the purpose of the organization?

- What key result areas are desired?

Leadership Styles

| Tells | Sells |
| Consults | Joins |

Leadership Styles - Tells

- The Leader Identifies the Problem
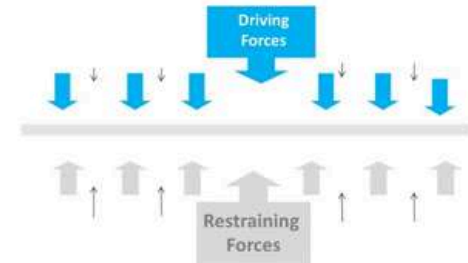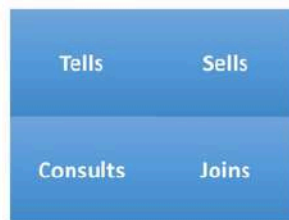- Chooses a Decision and Announces this to the Group
  - Decomposition of strategy into distinct steps
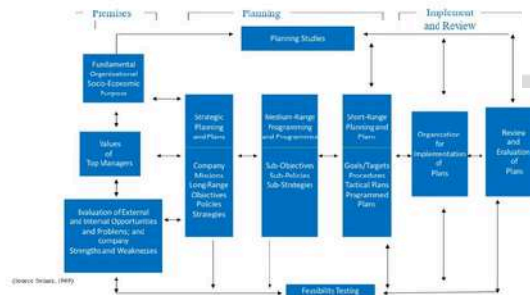 - Responsibility resides with the CEO

The Planning School

Premises
Planning
Implement and Review

Planning Studies

Fundamental Organizational Socio-Economic Purpose

Strategic Planning and Plans

Medium-Range Programming and Programmes

Short-Range Planning and Plans

Values of Top Managers

Company Mission Long-Range Objectives Policies Strategies

Sub-Objectives Sub-Policies Sub-Strategies

Goals/Targets Procedures Tactical Plans Programmed Plans

Organization for Implementation of Plans

Review and Evaluation of Plans

Evaluation of External and Internal Opportunities and Problems; and Company Strengths and Weaknesses

Feasibility Testing

The Positioning School

- Strategy Formation as an **Analytical Process**
- Strategies are generic - based on analysis
- Strategies are identifiable positions in the marketplace

Influence Zones

Preference Zone

Indifference Zone

Legitimate Zone

Influence Zone

Non-Influence Zone

Influence Zone

Preference Zone
- Leadership behavior which targets behavior and activities that the employ enjoys doing and that which the employee would probably perform with a request

Re-Balancing The Equilibrium

Driving Forces

Restraining Forces

Re-Balancing The Equilibrium

Driving Forces
- What are the main forces driving the change?

Restraining Forces
- What are the main forces that could stop the change from happening?

Personal Productivity - Benefits

Individual

Team

Organization

Personal Productivity - Benefits

- Benefits accruing to the individual include:
  - Increased motivation
  - Decreased stress
  - Achievement of objectives
  - Reward and recognition

Personal Productivity - Benefits

- Benefits accruing to the team include
  - Better working environment
  - Faster achievement of objectives
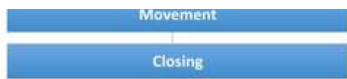 - Recognition and reward
  - Motivation

and Infographics

Movement

Closing

Preparation

Start of the Process

Open
↓
Probing
↓
Closed

Using the funnel technique the questioner moves to get very specific information & controls the conversation

End of Process

The Inverted Funnel Technique

Start of Process

Closed
⇩
Open
⇩
Probing

End

Using the inverted funnel technique the questioner moves to open the conversation up and get very specific information & again controls the conversation

Exploring

- This is a very inclusive style
- The key factor is the movement towards a position of mutual benefit
- It uses listening, questioning and summarizing techniques to ensure inclusivity
- It may be interpreted as 'nosey' if used constantly

Stress & Personality Types

Perfectionist	Helper	Achiever
Artist	Observer	Supporter
Optimist	Leader	Mediator

Stress & Personality Types

- Perfectionist
  - Idealistic and Conscientious
  - Stress occurs when work doesn't meet their high expectations
- Helper
  - Caring and Attentive

Any Adjustment Affects All

Cost   Time

Planning

Planning

- How we plan affects our personal productivity
- Planning ranges

The Presenter

First Impressions

Non-verbal Communication

Voice

Face

Eyes

Gestures

Bad Habits

Managing First Impressions

- For a presenter - the first impression an audience has is dependent upon two main attributes
  - Appearance
    - Grooming
    - Clothes
    - Surroundings

Clarity of Goals

Metrics

Linkages

Alignment

Clarity of Roles

Clarity of Roles

Responsibilities

Linkages

Development

Clarity of Expectations

Clarity of Expectations

Organization
Supervisors

The Presenter
Preparation
Presenting
Visual Aids

Presentation Skills and the Organization

- Presentations are a part of most managers' lives in today's organizations
- For internal presentations
  - Valuable method for communication
- For external presentations
  - Contribute to corporate image
  - Valuable method for communication

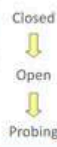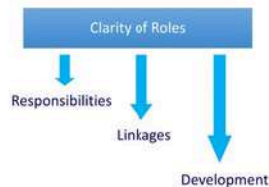It is crucial that personnel can present professionally

Presentation Skills and the Organization

- An organization which has poor capability for effective presentations can be damaged because of:
  - Loss of a very effective communication tool

Personal Productivity - Benefits

Individual

Team

Organization

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  - Reward and recognition

Personal Productivity - Benefits

- Benefits accruing to the team include
  - Better working environment
  - Faster achievement of objectives
  - Recognition and reward
  - Motivation

ACTIVITIES

MODULE 1

Activities for Module 1: Introduction to Sales Basics

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Activity 1: Icebreaker – "Sales in Everyday I

Quick 3 Hours Training Module

Mastering Sales

For Training Jr. And Mid Level Employees

iCARiANS

Module Overview:

3-Hour Sales Workshop Outline for Junior and Mid-Level Employees

---

Pre Training Assessment

Sales Training

For Managers and Leaders

- □ B. Weekly

- □ C. Monthly

- □ D. Rarely

- Question 2: What sales methodology do you primarily use?

- □ A. Solution Selling

- □ B. Consultative Selling

- □ C. SPIN Selling

- □ D. Other (please specify): _____

Sales Training Module 4

Trainer's Guide

With Instructions, Timings, Recommended Activities etc.

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Trainer's Guide

Module 4: Prospecting and Lead Generation

Module Overview:

SPIN

SELLING TECHNIQUE

Trainer's Guide

iCAR...

Objection Handling

Price and Budget Objections

For Training Jr. And Mid Level Employees

1. Price and Budget Objections

Key Strategies for Handling Price and Budget Objections:

1. Acknowledge the Objection: Show that you understand ar with the customer's concern.

Example: "I completely understand that budget is a key con

Checklist for
Soft Skills Training

This checklist can be used to ensure that key components are included when planning and conducting a soft skills training program.

Checklist:

1.	Pre Training Preparation
☐	Clearly defined training objectives and goals.
☐	Identification of the target audience and their specific needs.
☐	Analysis of participants' current soft skills proficiency
☐	Customization of training content based on participants' roles and industry.

2.	Module Planning
☐	Selection of specific soft skills areas to be covered (e.g., communication, teamwork, adaptability).
☐	Development of relevant case studies and real-world examples.

Checklists & Questionnaires

PRE TRAINING
QUESTIONNAIRE
Soft Skills

A set of 15 objective-type questions for a pre-training questionnaire on soft skills, each with four options. Participants can choose the most appropriate option based on their self-assessment.

Communication Skills

1. How would you rate your verbal communication skills?

☐ Excellent
☐ Good
☐ Fair
☐ Needs Improvement

2. In written communication (emails, reports), how confident are you?

☐ Very Confident
☐ Confident
☐ Somewhat Confident
☐ Not Confident

3. How effective are your listening skills in understanding others?

☐ Very Effective
☐ Effective

POST TRAINING
QUESTIONNAIRE
Soft Skills

A set of 15 objective-type questions for a post-training questionnaire on soft skills, each with four options. Participants can choose the most appropriate option based on their experience and learning in the training.

Communication Skills

1. How has the training impacted your verbal communication skills?

☐ Significantly improved
☐ Improved

Training Needs Analysis Template

An example of a Training Needs Assessment (TNA) for a Soft Skills session. This can be adapted based on the specific requirements and context of your organization:

Training Needs Assessment (TNA) - Soft Skills Session

Organisation Name:	
Department	
Objective	The objective of this TNA is to identify the soft skills development needs within [Department/Team] to enhance overall team effectiveness and individual performance.
Number of Participants:	
Roles/Positions	

Current Skills

PLAY
Recommended Games or Activities

Soft Skills Training

Incorporating games and activities into soft skills training can enhance engagement and skill retention. Here are some recommended games and activities for soft skills training in organizations:

Escape Room Challenge

Objective	How
Develop teamwork, problem-solving, and communication skills.	Create a simulated "escape room" scenario where teams must solve puzzles and complete tasks within a set time. This encourages collaboration and quick thinking.

Business Simulation Games

Objective	How
Improve decision-making, critical thinking, and strategic planning.	Use business simulation games that replicate real-world scenarios. Participants make business decisions, analyze outcomes, and adapt their strategies based on results.

Formative Assessment

Employee Absenteeism

For Managers and Leaders

Participant Information:

- Name:

- Position:

- Department:

- Date:

Section 1: Scenario-Based Questions

Leadership Styles Role-Play

iCARIANS

Objective

The Leadership Styles Role-Play activity aims to help participants

Training Module with Trainer's Notes

Quality Management

For Managers and Leaders

Module Overview

This training module aims to equip managers and leaders with the essential skills and knowledge needed for effective quality management.

The module covers the principles, methodologies, tools, and best practices to ensure high-quality standards in organizational processes and outcomes.

Training Agenda

1. Introduction to Quality Management

- Definition and Importance

Pre Training Assessment

Sales Training

For Managers and Leaders

Participant Information:

- Name:

- Position:

- Department:

- Years of Experience in Sales:

Objective:

This pre-training questionnaire aims to assess the current knowledge, skills, and attitudes of participants regarding sales practices. The information gathered will help tailor the training program to meet the specific needs and expectations of the attendees.

GROW Coaching Model Practice

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Objective

Develop coaching and mentoring skills using the GROW model, enabling participants to effectively guide their peers through work-related challenges.

Duration

1.5-2 hours

Name of Employee:
Department:

General

1. Are you a new employee or a long-standing employee of the company?

2. How long have you been in your **present** job?

Confirmation of Current Duties

3. Do you have a Job Description for your job? Yes   No (Go to Q 6)

4. Is your job accurately described in the Job Description? Yes (Go to Q 14)   No

5.A If no, what extra duties do you do that need to be added to your Job Description?

5.B What duties are no longer part of your job and can be deleted from your Job Description?

Job Analysis

6. Describe the tasks you regularly perform that are critical to carrying out your job effectively.

7. Describe the type of equipment you are required to use (for example, keyboard, machinery, tools of trade, etc).

Forms & Documents

Training Needs Analysis Template

An example of a Training Needs Assessment (TNA) for a Soft Skills session. This can be adapted based on the specific requirements and context of your organization:

Training Needs Assessment (TNA) - Soft Skills Session

Organisation Name:	
Department	
Objective	The objective of this TNA is to identify the soft skills development needs within [Department/Team] to enhance overall team effectiveness and individual performance.
Number of Participants:	

Detailed Notes for

Training Needs Analysis

Notes for Each Slide

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Trainer's Notes

Slide 1: Title Slide

Script:

A	PLANNING	YES	NO	COMMENTS
1.	Schedule informal meeting	?	?	
2.	Review questions	?	?	
3.	Conduct informal interview	?	?	
B	PERFORMANCE ANALYSIS	YES	NO	COMMENTS
1.	Identify Problem			
1.1	What task needs improvement?	?	?	
1.2	What is required performance?	?	?	
1.3	Who is responsible for this task?	?	?	
1.4	Where does this problem appear?	?	?	
1.5	When does this problem appear?	?	?	
1.6	When did this problem first appear?	?	?	
1.7	What impact does it have?	?	?	
1.8	What relevant changes have occurred?	?	?	
1.9	What is the difference between good and poor performance?	?	?	
1.10	What has been done to solve the problem?	?	?	
1.11	Should I speak to anyone else?	?	?	

The content was organized and easy to follow. ☐ ☐ ☐

he materials distributed were elpful. ☐ ☐ ☐

his training experience will be elpful in my work. ☐ ☐ ☐

he training facilitator was well repared. ☐ ☐ ☐

he training objectives were met. ☐ ☐ ☐

he training was completed in the lotted time. ☐ ☐ ☐

he training materials were suitable nd easy to understand. ☐ ☐ ☐

Thank you for taking the time to participate in t

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Training Needs Analysis Questionnaire

Name of Employee:
Department:

General

1. Are you a new employee or a long-standing employee of the company?

2. How long have you been in your **present** job?

Confirmation of Current Duties

3. Do you have a Job Description for your job?   Yes   No (Go to Q 6)

4. Is your job accurately described in the Job Description?   Yes (Go to Q 14)   No

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5.B What duties are no longer part of your job and can be deleted from your Job Description?

Job Analysis

6. Describe the tasks you regularly perform that are critical to carrying out your job effectively.

We value your input and feedback.

PRE-TRAINING QUESTIONNAIRE

To Understand the Expectations and Knowledge

Purpose: To understand the expectations and existing knowledge of participants regarding the upcoming leadership training.

Instructions: Please select the option that best represents your current understanding or expectations.

Activity Sheets for Trainees

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Training Needs Analysis Template

An example of a Training Needs Assessment (TNA) for a Soft Skills session. This can be adapted based on the specific requirements and context of your organization:

Training Needs Assessment (TNA) - Soft Skills Session

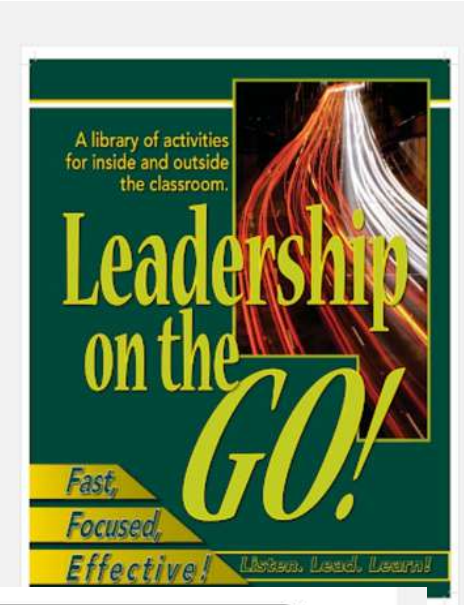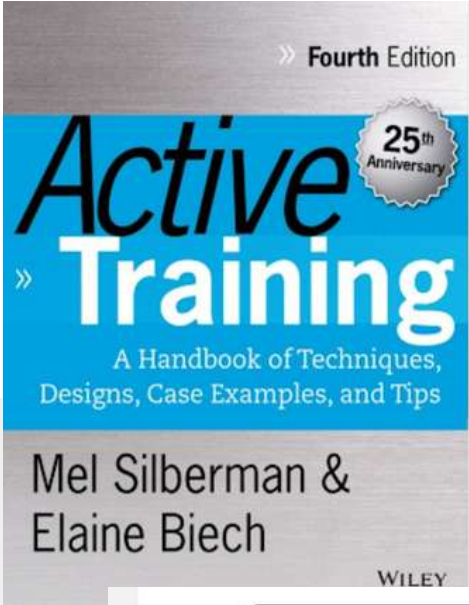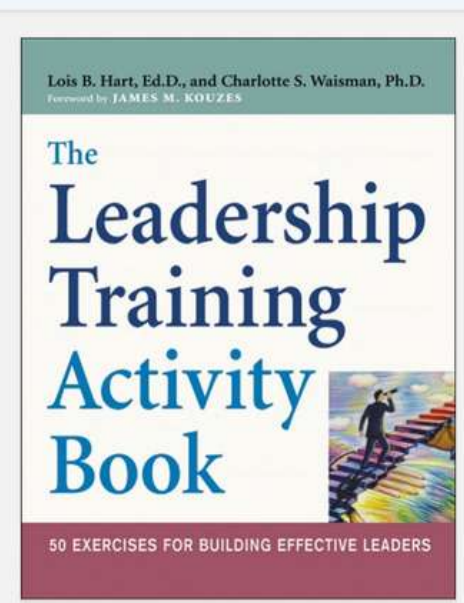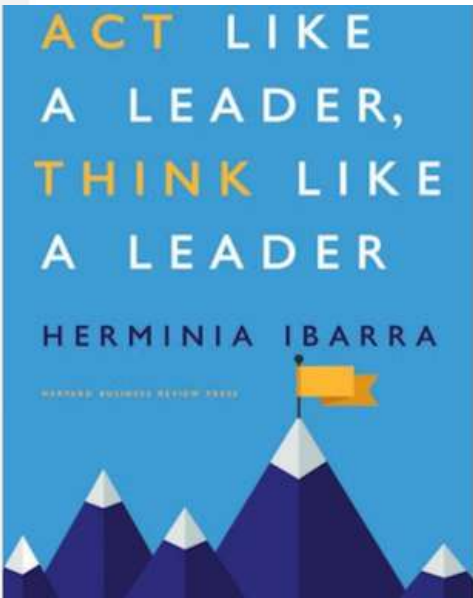| Organisation Name:	
Department	
Objective	The objective of this TNA is to identify the soft skills development needs within [Department/Team] to enhance overall team effectiveness and individual performance.

SWOT Analysis Workshop

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Objective

Ebooks and Activities

Leadership in a Crisis

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ACT LIKE A LEADER, THINK LIKE A LEADER

HERMINIA IBARRA

HARVARD BUSINESS REVIEW PRESS

Lois B. Hart, Ed.D., and Charlotte S. Waisman, Ph.D.
Foreword by JAMES M. KOUZES

The Leadership Training Activity Book

50 EXERCISES FOR BUILDING EFFECTIVE LEADERS

» Fourth Edition
25th Anniversary

Active Training

A Handbook of Techniques, Designs, Case Examples, and Tips

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WILEY

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Leadership on the GO!

Fast, Focused, Effective!

Listen. Lead. Learn!

THE DECISION-MAKING POCKETBOOK

By Neil Russell-Jones

Drawings by Phil Hailstone

"In an internet start-up, speed of decision and risk reduction are critical. I found this comprehensive yet clear and simple book a great help in structuring and prioritising decisions."
Michel Sabatier, Director, OpticalServe.com

"An excellent insight into the decision-making process. A pragmatic approach, showing how to ensure management by design rather than chance."
Belinda Moore, General Manager, Thomson Travel

Time for some
Bonuses

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Bonus - 25 MSWord Files

Forms, Worksheets, Checklists, Templates in MSWord

| 01 | **Training Calendar Format** | 12 | **TNA Checklist** |

| 02 | **TNA Worksheet** | 13 | **TNA Questionnaire** |

| 03 | **Training Feedback Form** | 14 | **Training Agenda** |

| 04 | **Training Evaluation Form** |

| 05 | **Training Logistics - Worksheet** |

| 06 | **Trainers Skills Evaluation Checklist** |

| 07 | **Training and Workshop Planning Form** |

| 08 | **Pre and Post Training Checklist** |

| 09 | **Training Planning Template** |

| 10 | **Training Self Evaluation Form** |

| 11 | **Training Workplan Form** |

Bonus - 25 MSWord Files (cont.)

Forms, Worksheets, Checklists, Templates in MSWord

15 **Creating a training program using ADDIE Model**

16 **Designing Learning Outcomes**

17 **Standards of production of training curriculum**

18 **Train the Trainer post training Evaluation**

19 **Training Design Competency Checklist**

20 **Training Material Production worklplan**

21 **Training Observation**

22 **Presentation Skills Checklist**

23 **Training Development Worksheet**

24 **Verbs for Writing Learning Objectives**

25 **Icebreaker Activities**

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