

SWITCH ON SUCCESS @ WORK

Influencing the Culture of Competence Based Performance

A Successful Life is a mixed bag. What we package it with is what appears to the outside world as our lifestyle. Within the package, is what it really is. However, not always is the packaging distinctly different from the contents of life. The best wrapping is a transparent one which reveals the contents for what it is and the blend it forms as one contrasting colour or layer merges with another.



When we join an organization and work in teams or professional partnerships, what we seek is a blend of lifestyles : of competences, of outlooks and approaches, where often one lifestyle leads another at different points of time, very much like rotating leadership. There are times when the blend is so good that it is hard to differentiate one from the other.

Yet the individuality of each lifestyle is what counts in differentiating key operational arenas to increase or maximize the probability of success.

Today we are faced with certain challenges and tomorrow perhaps with others. We have to look

at each challenge separately and at how we handle them and which partner can handle it best. Once this is clear, then all that has to be done is to support the front line, in other words, actively support as one body , the person taking on the challenge directly.



Goals and Dreams....

All of us have our own goals and ambitions, dreams and desires, methods and means by which we want to go about achieving them. Some of them are in sharp contrast to the other. However the common thread in all we do, has to embody, the essentials of life - which are - *a clear sense of self worth, courage of conviction, determination to succeed, honesty of approach, strength of purpose, responsibility for results and a sense of practicality* to guide and harness these to achieve our objectives.

Yes, it is important to manage all these qualities such that no single quality exists at the expense of the others. Especially true, where the sense of practicality often overpowers the rest and seeks relief in manipulating the means, to achieve a rationalized practical end. Also true that courage of conviction should not bestow a blindfold on reality.

Balancing Life's Imbalances....

As you can see, this is a balancing act. The Scales of Libra if you may! Equilibrium is

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achieved only after the balancing beam has tipped on either side.

Each side is you and somebody else- in your personal life it could be your spouse or your parents or your children and in your professional life it may be your boss or your team, your clients or your supply partners; and the balancing beam of the scale of our life is poised on the fulcrum of matured sensibility that holds us on even keel.

And to keep this even keel, each of us have to put in the correct measure of weights against values , means for ends, efforts for results, in each pan.

Values and Purpose...

Values across life so far, for most of us, are attached to a very strong sense of purpose and strength of resolve to succeed against all odds. Many among us would have faced some of the worst nightmares, which have taken our entire reserve of courage in our convictions and determination to pursue our beliefs.

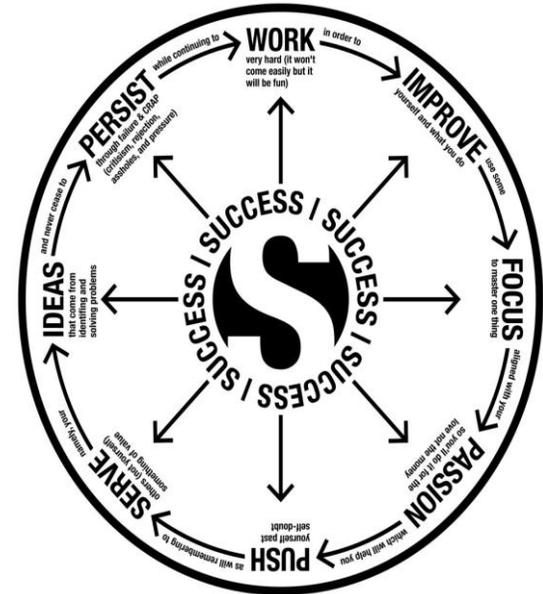


The task is to ensure that we do not abandon the struggle, but instead stare it in the face at frighteningly close quarters. We have had to ask ourselves very difficult questions and verify the “bonafides” of our own values. At the end, you would have found that the greatest comfort is in doing what you know is right even when this makes the terrain treacherous.

Winning with the Right Values

Winning is the right result, but, the means is very important too. And ever so often, you may

find yourself at the non-preferred end of a rather discomfoting duel to maintain Life’s precious balance. In a world that rushes you through life like white-water rapids, the struggle is to first keep afloat and somehow manage to steer your way clear of the dangers that present themselves at each churning twist and turn. Life is in today’s competitive world, an unsettling yet exciting experience! The sheer thrill of being on board your own life is hard to be matched. Staying at the helm and steering your way through uncharted waters is a task that separates the strivers from the strugglers.



Allowing circumstances or a resigned sense of choicelessness to snatch success away, calls for but one answer. Active defense, and not meek resigned-to-fate conciliation.

Especially when a sense of practicality tells us that we are capable of mounting not just a success-defense but an ongoing competence-offensive.

Negotiating to allow room for mediocrity, or the hapless middle road of the masses, is often the route of least defense, when there is no conscious effort to vigorously seek other avenues to achieve one’s goals.

Happiness and Success are NOT NEGOTIATED.

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They are fought for. They are worked for. They are earned and then they are DEFENDED and PROTECTED with all one's might. This calls for an active engagement with one's life, not a casual dalliance. Investigate, Illuminate, Initiate, Innovate, Integrate your skills, competences, resources, align every thought and feeling and put every fiber and sinew of your body into the task of retaining and rejoicing in your right to a vibrant life.



So if you decide to choose **SUCCESS** here are Ten Tips for a Productive Life

1. Believe in Yourself - You Count !
2. Put Your Entire Energy into What You Do- It's Your Signature !
3. Value and Respect Others, No Matter Who They Are or What They Do - You Can Learn From Anyone !
4. Experiment and Experience Life - Move Out of Your Shell !
5. Learn to Forgive Yourself and Others - But Do Not Encourage Incompetence !
6. Keep an Open Mind, Learn to Coexist with Differences- In People and their Opinions and Views
7. Take Charge of Your Life - Be Alert at the Wheel, Learn to Accelerate, Chart Your Course, Follow the Signs, Decide Your Breaks, Fill Your Tank and Turn On the Music too !

8. Make Sure You Have Passengers in Your Car too- Carry Others along with you, Create Wealth for Others too !
9. Be Humble Not Arrogant, but Market Yourself Vigourously and Honestly !
10. Keep revisiting Your Goals (roadmap) and Keep a Clear Eye on the Road too- Stay Focused on the Present while Working out the Future !

You owe yourself this.



Decide **today** to take charge of your ship by being awake and alert
At the Steering Wheel of Your Life ! and SWITCH ON SUCCESS !!

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WORKSHOPS

MULTI CULTURAL COMMUNICATION & ONE & TWO DAY WORKSHOPS



What is Cross-Cultural or Multi-Cultural Communication

The phrase cross-cultural communication describes the ability to successfully form, foster, and improve relationships with members of a culture different from one's own.

It is based on knowledge of many factors, such as : The other culture's values, perceptions, manners, social structure, and decision-making practices.

Differences in ways of thinking, behaving, and in managing conflict have a profound impact on how successfully or unsuccessfully the parties are able to negotiate or business transactions. Cultural differences can generate misunderstandings, sow the seeds of distrust, and/or generate negative emotions among the negotiators.

BUSINESS ETIQUETTE

Business Etiquette :

- Differentiates us in a competitive market
- Enables confidence in various situations with various people
- Modifies distracting behaviour and helps develop a code of confidence

Without Etiquette:

- You limit your potential
- Risk your image with those who matter to your business
- Jeopardize relationships that are fundamental to business success

Program Broad Objectives

1. Professional Image

- a. Attire Policy
- b. Personal care
- c. Body Language

2. Etiquette in Communication

- a. Etiquette in conversation
- b. Listening Skills
- c. Telephone Etiquette
- d. Business Correspondence Etiquette
- e. Social Correspondence Etiquette & Netiquette

3. Etiquette in Interaction

- a. Business and Social Introductions
- b. Professional relationships
- c. Service Mantras
- d. Business Meetings
- e. Composure under Pressure

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MANAGING PERSONAL EFFECTIVENESS

Creating and Leveraging Personal Effectiveness

TWO / THREE DAY WORKSHOP

The basic responsibility of executives and managers is to perform tasks and manage people. To be effective at both, they must be good managers of themselves. Some people believe that effectiveness is something a person is born with and cannot be inculcated.



There is a general misconception that personal effectiveness is an inherent quality that cannot be learnt. However, if effectiveness was something innate, we would not see so many successful managers or successful organizations.

The reality is that effectiveness can be learnt, and with practice, be perfected. In short, executives and managers can be trained to be effective. Effectiveness can be taught and mastered with practice. The training for effectiveness involves identifying the

importance of knowledge and people for an organization.

Effective management is about doing the right things at the right time. In the face of downsizing, mergers, acquisitions, economic recession as we have been witness to, organizations need managers who are not only efficient but also effective. The responsibilities of executives and managers and the competitive pressures on them have increased their need to be effective.



Efficient people do things right whereas an effective person does the right things. Effective executives and managers, on the other hand, are both effective and efficient. They are effective in whatever they do and whatever they are. Successful managers may be intelligent, imaginative, and knowledgeable.

However, only effectiveness translates this intelligence, imagination, and knowledge into results, and ultimately makes a manager or executive successful.

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Program Broad Objective

To help executives and managers develop effective techniques and skills, needed to motivate, inspire, collaborate, work with and lead people to enhance the overall performance level and success of the immediate team and of the organization.



Learning Outcomes

- Appreciate the need to move from Effective Self to Effective Team
- Comprehend and leverage their Roles as in order to create and foster Personal and Professional Effectiveness
- Work out solutions for themselves and colleagues by thorough self-involvement, exploring options
- Develop balanced and effective interpersonal communication to facilitate positive Win-Win Outcomes in managing conflict within teams.
- Identify and measure self versus the Troika of building and managing strong and effective teams.
- Use Performance Reviews constructively to identify performance improvement plans for the team, using the Principle of Redirection

Performance Drivers	
1	Performing through People (The Inverted Pyramid)
	Comprehend and Leverage Roles: Establishing Identity, Authority & Responsibility
	Working Together : Managing Conflict Productively
	Driving High Performance : Creating Confident Empowered People
	Transacting through the Adult , Locating Locus of Control
	Empathy: The Role of The Nurturing Parent
2	Communicating for Impact
	Influence & Impact : Asserting Control
	Building Organizational Awareness and Alignment Across the Team - Feedback, Performance Reviews, Coaching
3	Delivering Results
	Relentless Execution: Result Orientation, Action , Planning and Managing Stretch Targets and Follow Through
	Initiative & Inquiry : Being Pro-active, Working with Valid Information and Feedback



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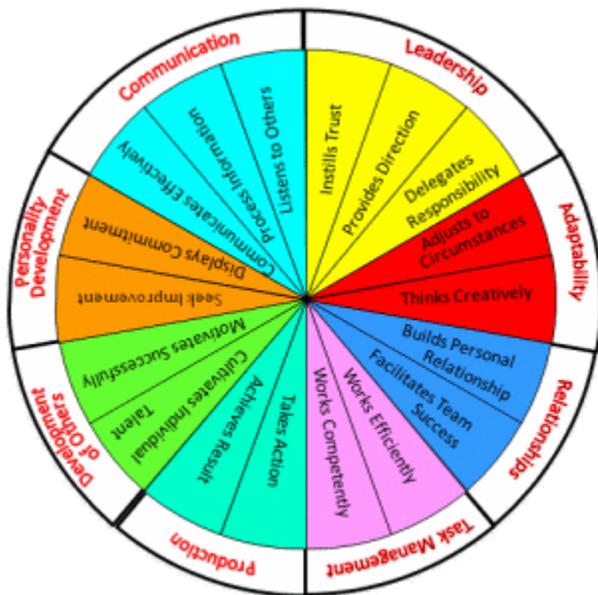
THE LEADING EDGE Of LEADERSHIP

A Leadership Competence Development Workshop

TWO DAY WORKSHOP

Program Broad Objective

To help participants energize themselves with fun cum instructive exercises focused on building leadership competences, principles and practices related to Personal Leadership & Character Building, Business Orientation, Task Achievement and People Management such that each individual over time is capable of demonstrating Practiced Professional Agility in the Leadership Arena



Practiced Professional Agility :

As a Group Team Leader one demonstrates these Competences Clusters

- Result Orientation
- Personal Effectiveness
- Manages Stakeholders
- Manages People
- Promotes and nurtures measured freedom within pre-defined constraints of a rigid system
- Considers the overall strategic purpose when making decisions.
- Is a reliable, dependable and responsible role model

Personal Effectiveness & Accountability

- Is consistently honest, follows through on commitments, stands up for own convictions, acts responsibly, takes accountability for own actions, communicates effectively
- Shows deep and lateral thinking along with curiosity to uncover root causes to solve problems and collaborates to construct sound solutions

Result Orientation by Managing Strategic Direction

- Communicates a clear vision, implements strategies and plans, manages strategic objectives, holds self and others accountable for results, achieves objectives with limited resources

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THE FIST of LEADERSHIP

**Professional Leadership Practices :
Where Leadership is a Way of
Life**

A



leader is a person who influences a group of people towards the achievement of a goal while leadership is the art of motivating a group of people to act towards achieving a common goal. Different leadership style will result in different impact to organization.

Program Aims

To help managers develop effective leadership techniques and skills, needed to motivate, inspire, collaborate and lead their people entrusted to their care, to enhance the overall performance level and success of the immediate team and of the organization.

TWO DAY WORKSHOP

Program Broad Objectives

To enable participants appreciate the need to develop an approach that employs FIST

I) FOCUS

II) INNOVATION

III) SPEED

IV) TEAM BUILDING & MENTORING AS A COACH



Professional People Management for Performances that Count

- Improves the Quality of the Results and the Processes through team synergy
- Solves problems by addressing root causes, identifies critical information to task achievement enabling team performance
- Identifies and seizes opportunities, to constantly learn and grow the team
- Enables the team maintain balance and equilibrium in crisis situations by developing confident empowered team members
- Is a reliable, dependable and responsible team member
- Leads by personal example and acts as a coach cum mentor
- Is considered a role model by others.

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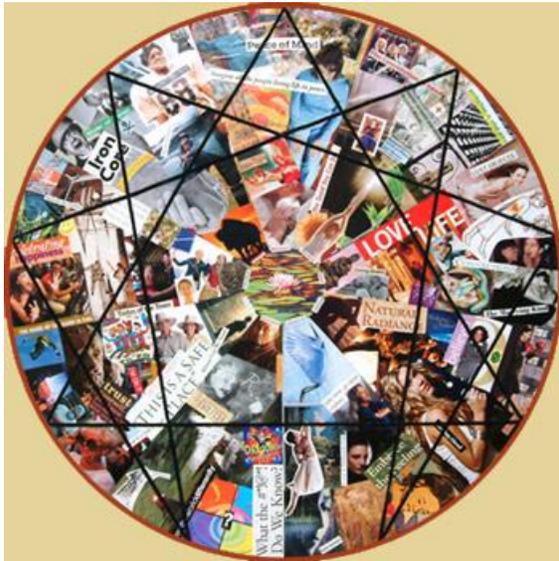
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THE ENNEAGRAM OF MIRACLE TEAMS

TWO/THREE DAY WORKSHOP



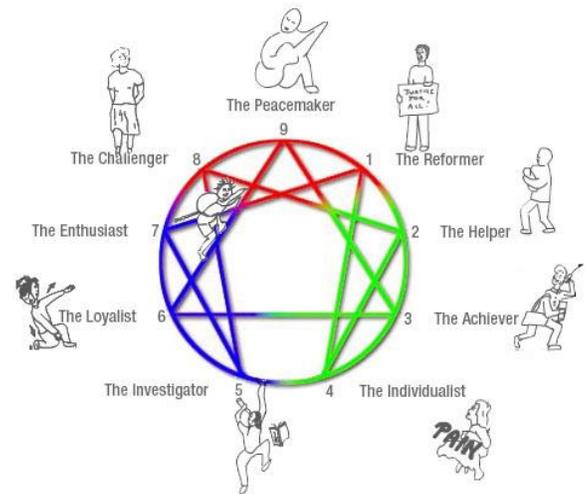
Within all of us, there are certain universal qualities and values that express the essence of the human person. If our values are threatened or discounted, we experience vulnerability and may develop a personality strategy to protect our sensibilities to compensate for characteristics we fear we might be lacking.

The Enneagram (pronounced any-a-gram) is a circle, inscribed by nine points. In Greek, ennea means nine and gramma means point. The fundamental premise of the Enneagram is that there are nine basic personality structures in human nature – nine points of view, nine value systems, nine ways of being in the world.

The Enneagram recognizes three different and equally important kinds of intelligence -- an intelligence of the heart or emotions (types 2, 3, 4), of the head or thinking (types 5, 6, 7), and of the body or kinesthetic, sensations, and vital instincts (types 8, 9, 1).

The inner triangle of types Three, Six, and Nine are the core types of these three centers of intelligence. While all types use all three centers of intelligence, each of the triads relies especially on one over the others -- either the heart, head, or body center.

VALUE OF THE ENNEAGRAM



The Enneagram provides a sense of who you are, how you fit into the scheme of things, and how you interact with other people. It helps you understand other people, their points of view, and their motivations. It promotes effective relationships, successful adaptation to change, understanding the strengths and weaknesses of yourself and others, and appreciation of differences among us. It helps you to take things less personally and avoid blame when you are under stress.

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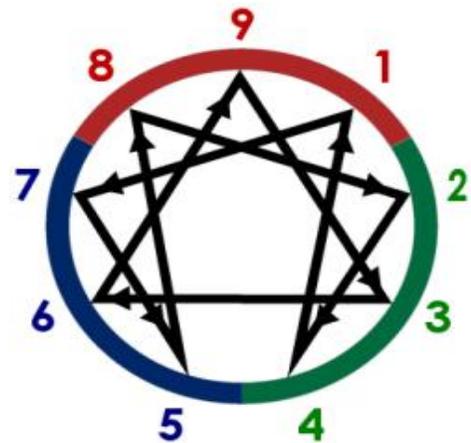
The Enneagram Of Managing Miracle Teams



THE ENNEAGRAM IN THE WORKPLACE

There are specific benefits through all levels of a work environment:

- Individually to leadership skills, coaching, and self-management;
- Interpersonally to communications, supervision, teaching/learning styles, and reduced reactivity;
- Collectively to team building, risk management, and conflict resolution; and
- Organizationally to corporate culture, purpose and vision.



Target Groups Profiles:

- Current and would-be managers / senior managers / key team leads and their teams

Broad Program Objectives :

- Raise self-awareness of one's core and influencing personality profiles and how they impact personal performance and the performance in teams
- Map individual Enneagram profiles
- Understand and apply the model in professional team interactions and relationships

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THE ENNEAGRAM OF INFLUENCE



Influencing skills are indispensable in modern organizations. Command and control structures have given way to less hierarchical, cross team and partnership working where you get things done by inspiring and persuading.

If people want to get others to do things but do them intelligently and with commitment, then they must rely on other strategies than the use of authority.

Influencing is helping the person or persons realise that there is real and genuine advantage to them in moving in the direction you want.

The Enneagram Of INFLUENCE



Broad Objectives of the Program:

TWO DAY WORKSHOP

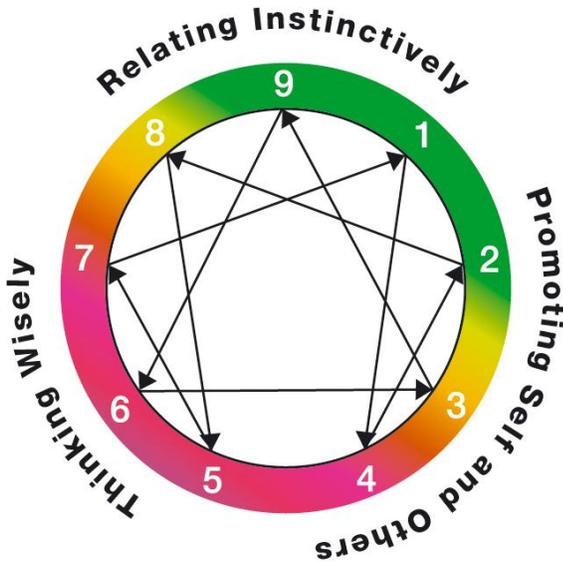
- Raise self-awareness of one's core and influencing personality profiles and how they impact personal influencing styles
- Map individual Enneagram profiles
- Define influence and its origins
- Identify barriers to effective influence.
- Choose the best influencing approach for particular situations.
- Discuss real-life on-the-job situations that require influence
- Design an approach to influence a real-life situation.
- Understand and apply the model in professional interactions and relationships

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THE

- Emotional management and resilience (especially when dealing across hierarchies inside and outside the organization)
- Being Politically Astute
- Understanding & Managing Conflict
- Giving – and Receiving Feedback

The ENNEAGRAM Domains of INFLUENCE

Domain 1 Idealism and Influence
Domain 2 Personal Concern and Influence
Domain 3 Self-Improvement and Influence
Domain 4 Self-Expression and Influence
Domain 5 Knowledge and Influence
Domain 6 Social Support and Influence
Domain 7 Enthusiasm and Influence
Domain 8 Authority and Influence
Domain 9 Stability and Influence

INFLUENTIAL MANAGER

- Profiling the Influential Manager
- The Influencing Process
- Three Types of Influence
- Relational Influencing
- The ENNEAGRAM Behavioural Model
- Why relationships are so important
- Relationship styles of the Enneagram Types of Personality and Behaviour
- Relationship Roadblocks

CRITICAL CHARACTERISTICS OF INFLUENTIAL WORKING RELATIONSHIPS

- Developing Trustworthiness, Integrity and Authenticity
- Mutual Respect – Integral to Influence
- Developing Rapport and Empathy
- Managing Assertiveness
- Self-awareness & Awareness of others styles of behavior and personality
- Communications skills across personality and behavioural styles

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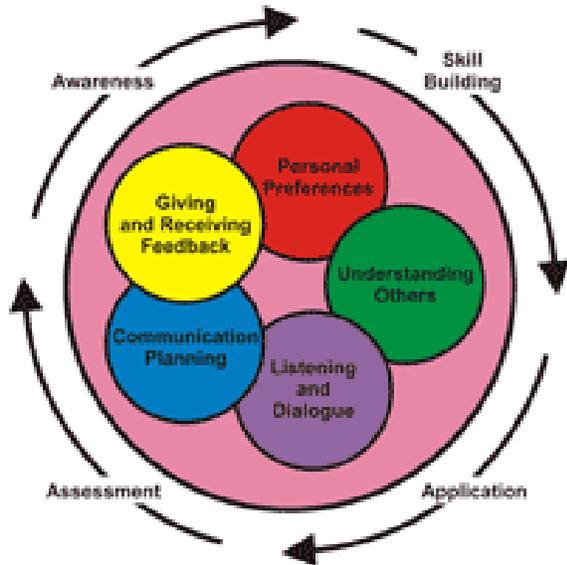
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COMMUNICATING EXCELLENCE

An Advanced Interpersonal Communication Competence Development Program



TWO DAY WORKSHOP

There are mainly three types of communication skills, expressive skills, listening skills and skills for managing the overall process of communication. The basic fundamental of all these types of communication is emotional skills.

Expressive skills are required to convey message to others through words, facial expressions and body language. Listening skills are skills that are used to obtain messages or information from others. These help to clearly understand what a person feels and thinks about you or understand the other person closely.

Target Competences as Learning Outcomes

1 Managing Information

Information Seeking , Gathering and Processing (Working with Valid Information)

2 Working With and Influencing People

Working Together (Managing Conflict Productively)

Developing Others (Creating Confident Empowered People)

Influencing Others (Transacting through the Influential Adult)

Empathy (The Role of The Nurturing Parent in Managing Emotions Intelligently)

3 Communicating Impact

Influence & Impact (Asserting Control)

Building Organizational Awareness and Alignment Across the Team

4 Making a Personal Difference

Courage of Conviction (Sound and Firm Advocacy)

Self Development (Personal and Professional Competence Development)



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ASSERTING SUCCESS

*Taking Charge of Your Relationships
with Life !*

TWO DAY WORKSHOP



Program Broad Objective

Develop effective techniques and skills, needed to stake their claim, assertively, articulately for success in personal and professional life

Learning Outcomes

MANDATING SUCCESS

VISION: To develop Personal Focus – the Foundation Stone of Assertive Behaviour, to guide the course of life.

DIRECTION: Develop personal stratagem that go into charting life's course-Locating the Locus of Control while Assertive Initiative

IMPACT: Assertive Transactions-Communicating Powerfully

ASSERTING INTERPERSONAL PROWESS

POWER RELATIONSHIPS: Achieving Assertive Professional Interpersonal Equilibrium driven by Open & Transparent Relationships, Emotional Maturity and the ability to Work with Others in Competitive-

Collaboration - The SITARA Way to Assertiveness



PERFORMANCE DRIVERS

Communicating for Impact – Influence & Impact in Relationships

Managing A Changing Environment – Flexibility and Solution Oriented Relationships

Performing Through People – Working Together with Empathy

Making A Personal Difference – Courage of Conviction & Self Development



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HIGH IMPACT PRESENTATIONS For **SUCCESS**

TWO DAY WORKSHOP



Program Broad Objective

GET the BOMBER-B Advantage in Communicating a Powerful Personal Influential Impact :

- **B** : Begin with a BANG ! Connect with the **Audience** Immediately
- **O** : Open Powerfully to Progress **Confidently**
- **M** : Message- Design to deliver the Content and the Context to **Influence** Decisions desired
- **B** : Bridges to Build Meaningful **Connections** between elements of the message
- **E** : Elaborate with Examples and bring in the **Reality-Connect** and Create the Picture.
- **R** : Recap, Reflect and Resolve the Way Ahead, to **Converge, Conclude and Connect** back with the Audience
- **B** : End with a BANG ! **Refocus Audience Attention** with a powerful reminder of what needs to be done.

The 12 Cs of Communication		
1	CLARITY	Of Thought
2	CRISPNESS	Of the Communication
3	COMMUNIC- "ACTION"	Of Analysis done
4	CORRELATION	Of Concepts / Models employed
5	CREATIVITY	Idea Picturing
6	CHOICE	Of Medium
7	COMPOSITION	Message Delivery Design
8	CARE/CARING	Sensitivity to Audience needs
9	CONCLUDING	Powerful, Succinct and Memorable
10	CARRIAGE	Body language of the Speaker
11	CONVICTION	Passion of the Speaker
12	CONVINCING	Influencing Power of the Speaker

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LISTENING for POTENTIAL

Listening with the Heart and Mind !



ONE DAY WORKSHOP

Program Broad Objective

To go beyond mere listening skills and listen with the Heart and Mind.



To sense and uncover potential through listening within the spaces

To have the courage and patience to engage deeply to develop potential in people rather than command and control them

There are mainly three types of communication skills: expressive skills, listening skills and skills for managing the overall process of communication. The basic fundamental of all these types of communication is emotional skills.

Listening is one of the most important skills we can have. How well we listen has a major impact on our job effectiveness, and on the quality of our relationships with others.

- We listen for information.
- We listen to understand.
- We listen for enjoyment.
- We listen to learn.

By becoming a better listener, we will improve your productivity, as well as our ability to influence, persuade and negotiate. What's more, we manage constructive conflict and minimize misunderstandings. All of these are necessary for workplace success!



The Art of Deep Listening is a healing approach to help bring greater peace to our relationships and to ourselves. True deep listening requires suspending our judgments and listening from an open heart fostering empathy and compassion. Through the skills of reflective listening and non-adversarial questioning the listener generates healing in the heart of the speaker.

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At the Heart of EQ

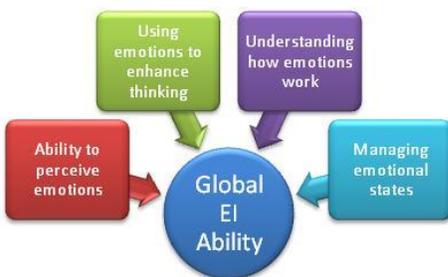


ONE & TWO DAY WORKSHOPS

In today's competitive world where almost everyone has a competitive product solution and price, business is won simply through the relationship edge. Every marketing and sales executive knows this crucible of care is what comprises **every business' s moment of truth**.

We know that behaviour is so deeply rooted in the unconscious that one cannot change behaviour overnight. EQ therefore helps you develop viable choices for yourself and also foster this in others in the organisation

Emotional intelligence ("EQ") is the ability to use emotions effectively, and it's the foundation of high-performing relationships



**Equipping People to
Create Lasting Growth
through Emotionally
Balanced Living**

**AT THE HEART
OF
LEARNING, LEADERSHIP & LIFE**

Transforming Life With Emotional Intelligence



sixseconds
Six Seconds India



The Six Seconds KCG Model of Emotional Intelligence

Know Yourself Better ("self awareness" is a big part of the behavioural-change-battle),
Choose Yourself (An ability to make a Behavioral Choice to be More Effective)
Give Yourself (The ability to use Noble Goals which reinforce Values while Living the Emotionally Intelligent way in the very midst of a chaotic competitive and challenging life
Give Yourself a Chance to Succeed with Value Driven Relationships that stand the test of time, fluctuating markets, competition frenzies and even our own personal and professional unconscious incompetence)

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External vs. Internal Nature of Leadership

Our definitions of leadership tend to be externalized. Most descriptions of leadership focus on the outer manifestations such as vision, innovation, results, drive etc. instead of getting to the fundamental, essence of leadership itself.



To many people, mastery of leadership means mastery of something: mastery of public speaking skills, mastery of strategic planning and visioning.

Instead of being seen as an ongoing, internal growth process, mastery is usually seen as mastery of something outside of ourselves. Our educational and training systems focus on learning about things. We learn what to think, not how to think. Our approach seems to be 'outside-in', instead of 'inside-out'. We tend to see leadership as an external event; we only see it as something people do.

However, leadership comes from a deeper reality within yourself; it comes from your values, principles and life experiences. As much as we try to separate the leader from the person, they are totally inseparable.

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Many people tend to split off the act of leadership from the person/team/organization. However this is not true. Leadership is our whole person in action; it is an expression of who we are. As we learn to master our growth as a person, we will be on the path to Mastery of Leadership.



Emotional Intelligence

Some people possess strong, job-related skills yet they constantly fail. On the other hand, some people seem to just “get it.”

They have the best of careers, lot of opportunities and innumerable friends. They always say the right thing at the right time, gaining the confidence of colleagues, customers and managers.

What differentiates them from others?

It takes more than traditional cognitive intelligence to be successful at work.

Apart from general, analytic intelligence, there is another form of wisdom called **Emotional Intelligence.**

It's the *ability to perceive, understand and regulate one's moods and emotions; in order to use them effectively to succeed in life.*

People who rise to the top of their field of business aren't just good at their jobs. They're affable, resilient and optimistic.

Where IQ is relatively fixed, EQ can be developed and learned. An employee with high emotional intelligence can manage his/her own impulses, communicate with others effectively, manage change well, solve problems effectively, use humor to build rapport in tense situations.

These employees also possess empathy, remain optimistic even in the face of adversity, and are gifted at educating/persuading in sales situations and resolving customer complaints.

This "clarity" in thinking and "composure" in stressful and chaotic situations is what separates top performers from weak performers in the workplace.

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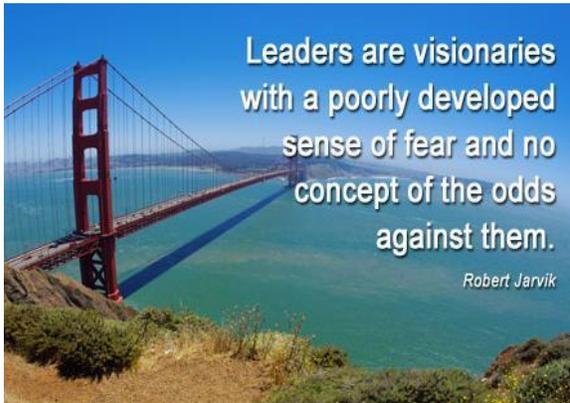
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Program Aims

To provide a framework for participants, so that they can understand the true nature of leadership and how one can develop effective leadership with the help of Emotional Intelligence



When you think of a "perfect leader," what comes to mind?

You might picture someone who never lets their temper get out of control, no matter what problems he's facing. Or you might think of someone who has the complete trust in their staff, listens to their team, is easy to talk to, and always makes careful, informed decisions.

These are qualities of someone with a high degree of Emotional Intelligence. For leaders, having emotional intelligence is essential for success.

After all, who is more likely to succeed – a leader who shouts at his team when he's under stress, or a leader who stay in control, and calmly assesses the situation?

To be effective, leaders must have a solid understanding of how their emotions and actions affect the people around them.

The better a leader relates to & works with others, the more successful they will be.

THE WORKSHOP

Learning Objectives

To help participants:

- Increase self-awareness and understanding of leadership styles, strengths and weaknesses
- Know their guiding values, motivations, passions and purpose
- Improve their social and interpersonal skills
- Manage and cope with change and uncertainty.
- Define leadership for themselves and identify where they stand as leaders.



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Think Customer



The True Test of a man is what he does when he thinks nobody is watching him.

The True Test of Customer Centricity is what we do for a Customer we do not know or sometime never meet

Course Objectives

- Appreciate the need for Customer Centricity as a Way of Life (Think Customer First!)
- Understand a Customer's Needs
- Determine your role in providing exceptional Customer Engagement Experiences
- Develop positive relationships & favourable approach to work with the Customer, by setting standards, delivering on promises and removing barriers to a "Customer First" approach
- Set Customer Centric Goals - Accountability, Reliability, Responsiveness, Assurance & Professionalism
- Identify and enhance skills that support Customer Centricity, individually and as an organization

PROGRAM OUTLINE

Module	Topic
1	Introduction of the participants & their expectations from the course / subject
2	Customer Service - What is it All About ? Hallmarks of Customer Focused Organizations
3	What does My Customer Want - Need- Desire? Identifying Components of Customer Capital
4	Customer Focused Organization Developing Customer Centricity as an Organization
5	Strategies for Promoting Positive Service Culture as an organizational environment Listing Moments of Truth & Learning
6	Key Components of Customer Service How does it affect Me & My Organization ?
7	Establishing a Customer Service Strategy Developing Customer Centric Goals - Accountability, Reliability, Responsiveness, Assurance & Professionalism
8	The SITARA Edge : Managing the Customer
	The Sensing-Inquiring-Transparent-Assertive-Responsible-Articulate Way to manage customers
	WIND-UP, FEEDBACK

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THE ADVERSITY ADVANTAGE

Effectively Managing Adversity at the Workplace

Have you ever been in a situation where it seems like your problems have taken over your life?

Have you ever concluded, "What's the use?" and surrendered, because the battle was weighing you down and you were too tired to fight it anymore?



One of the surest guarantees in life is that you will face adversity. And, if you are like everyone else, fear plays a major role in the experience.

Still, there are ways to continuously overcome adversity after adversity and manage your fears and anxieties.

* **Never give up.** You should be willing to navigate through whatever adversity that comes your way with a winner's attitude. If you give up, you might never know if you had the capability to overcome that challenge.

* **Reframe the way you see the challenge.** Choose to look at the situation as training for developing the character you need for your life's destiny and purpose. Believe that every experience you have, whether good or bad, is simply a lesson to be learned.

* **Choose to be aware** of your beliefs and your thoughts. Be honest about the fears you have that are contributing to you feeling angry, stuck, paralyzed or defeated and be willing to face them.

* **Have faith.** Have faith that you do have what it takes to overcome the challenges you are facing. Don't give in, give up or give out.

* **Create a Vision.** See yourself beyond the adversity by creating a vision for your life. To lighten the load, spend time seeing what lies ahead and not just the adversity that is before you.

Being in the state of perseverance supports the endurance you need to work through the adversity while meeting the objectives of the vision you have for your future.

Seeing is believing. If you change what you see, then what you believe will change.

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While adversity can take any form and magnitude, from major tragedies to minor annoyances, **Adversity Quotient is a measure of how an individual perceives and deals with challenges.**

Individuals with high AQ levels take greater responsibility to fix problems and do not blame others for their setbacks. They feel that the problems they face are limited in scope and can be dealt with quickly and effectively. Those who can't handle adversity can become easily overwhelmed and emotional, then pull back and stop trying.

Individuals with low-AQ levels can be trained to improve their ability to respond to adversity.

Organizations are increasingly adopting the AQ concept to capitalize on its benefits. Understanding an individual's AQ can not only help organizations to hire and retain highly motivated and talented employees, but also help in developing employees to their full potential, and create a leadership culture.

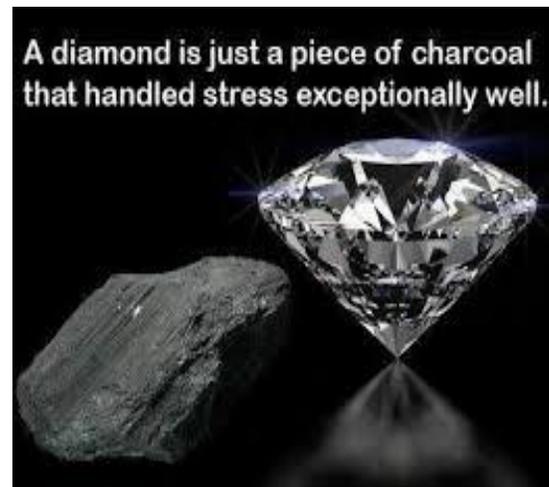
This can in turn help in encouraging employees to put forth their best efforts and maximize their performance capabilities leading to overall better organizational performance.



To enhance one's AQ will undoubtedly contribute to both personal and business success, as well as more fulfillments in one's life.

Program Aims

To provide a framework for participants, and help them understand what AQ is and how one can enhance the ability to manage adversities in both work and family situations.



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In a challenging job market like today, those who dare to step up and take challenges are usually the ones favored by managers and executives. However, not all of them have adequate adversity quotient which measures how many challenges and pressure they can take.

Strengthening Your Adversity Quotient focuses on improving yourself to be able to face harder challenges, by optimizing the control you have in your hand.

THE WORKSHOP

Learning Objectives

To help participants:

- Understand the role that adversity plays in your health, performance and success
- Understand the basic elements of Adversity Quotient
- Appreciate the benefits of achieving a higher Adversity Quotient
- Understand techniques to improve Adversity Quotient competence and the ability to manage resilience
- Acquire skills to cope with adversities for a better quality of life

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Registration for SWITCH ON SUCCESS@WORK Programs

To GET MORE INFORMATION , A DETAILED
QUOTE AND TO REGISTER
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OUR VISION

To Contribute Significantly to Human
Resource Development and Influence
people to continually

A-S-P-I-R-E

for success by adopting these tenets
of life

A : Accountability for Results

S : Strength & Stability of values

P : Passion & Purpose in Performance

I : Integrity of Intent

R : Reliability in relationships

E : Excellence as a Way of Life

The Training Consultancy

Valmar International is a Management Consultancy and as part of our Vision to ASPIRE for Excellence, motivate and collaborate with others whom we associate with, we offer several learning programs ranging from communication skills, interpersonal skills, managerial skills, team building skills, influencing skills right through to Managing Cultural Diversity through Cross Cultural Sensitization, Global Business Etiquette and Leadership skills.

At Valmar International we have Four Verticals

1. Competence Based Corporate Learning Solutions and Interventions in Behavioural Sciences & Soft Skills stretched right across the spectrum of competence based workshops. We design and deliver our own programs under our banners "Steering Wheel of Life", "The Winning Edge", "Switch On Success" series of programs.

2. HR Research Solutions & Value Add Services (HR Audits, Climate Analysis, Exit Interviews etc) - we are currently engaged by several Indian Majors and MNCs in a and also have an overseas collaboration for other worldwide clients

3. Coaching & Counseling – Dexter Valles, CEO is an Internationally Certified Coach and you have access to qualified counselors at our Consulting Chambers at Mumbai

4. Youth Learning Solutions (Our Learn2Lead Academy is focused on delivering Life & Leadership Skills to the key stakeholders in the development of the youth , viz Students-Parents-Teachers)

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