



MindCare Veda SoftSkills Training

Corporate Training Programme

Soft Skills Training

3rd Eye Knowledge **Foundation** has identified behavioral health as a logical extension to its management consulting business and under the guidance and leadership of **Dr Raja Roy Choudhury**, has launched a MindCare Health in Mumbai, India. The Behavioral Health Services Division provides personalized counseling & psychotherapeutic care services, flower remedy to treat those suffering from psychosomatic disorders and professional certification and career level training programmes in counseling & psychotherapy.

What we do?

MindCare Health works with companies and communities to raise their game in the business world.

We help organizations raise their ability to respond to customers and markets and help them adapt an outcome driven approach to conquer the market.

Sharpen their ability to execute plans both from within and outside.

Show them how to leverage innovation, collaboration and social media for superior results.

Soft Skills Training Programme Outline

Day 1

Session 1

Effective Communication Skills

An introduction to communication

- Understanding the complexity of communication
- Identifying factors that affect communication
- Recognizing filters and barriers that exist and how they impact communication
- Building awareness of how perceptions affect communication

Verbal Communication

Practising techniques of communication with a focus on motivating the receiver to act on the message as expected

Effective Emailing

Guidelines for effective emailing

- Formality/Informality
- Conveying message in a precise manner
- Expressing emotions in an email
- Dos and Dents

Active Listening

Identifying and practicing good listening behaviors such as questioning and summarizing

Bodytalk

- Identifying and interpreting the significance of posture, gesture and facial expressions in communication
- Practising positive body language in communication

Communicating in a Group – Meeting Etiquette

- Understanding why meetings typically go wrong
- Learning how to participate and contribute in meetings
- Recognizing dysfunctional behavior in meetings
- Listening behaviors in groups

Review of Learning

Session summary and wrap up

Session 2

- Motivation
- Leadership
- Stress Management
- 8 irresistible ways of having fun at workplace

Day 2

Session 1

Effective Customer Services

Analyzing Consumer behavior, Targeting Customers, Managing Relationships and Building Loyalty

Session 2

Team Building & Team Management

- Learn to work as a team
Re assess your team's goals and direction
Communicate better as a team
- Give your team a boost of energy

Session 3

Cultural Sensitivity

An introduction to Culture

- Understanding the culture awareness and sensitivity
- Cultural diversity-different dimensions of culture

- Understanding the impact of cultural differences
- Need for Cultural sensitivity in today's work environment

Workplace Etiquette

- Have the right attitude – belonging & encouragement
- Dress Code
- Commonly observed behavior-emphasis on American Culture
- How to communicate effectively – difference in language
- What to Expect? Quiz

Social Etiquette

- Research the culture
- Dining etiquette
- Formality/Informality – expected behavior
- Understanding the social structure and background
- Case Studies

Understanding the importance of Cultural Sensitivity

- Case Studies
- Common Practices
- Commonly asked questions
- Need of cultural sensitivity in language-examples

Number of Participants

25

Programme Schedule

Day One

Registration	9 – 9:30 AM
Session 1	9:30 – 11:30 AM
Tea Break	11:30 – 11:45 AM
Session 1	11:45 AM – 1 PM
Lunch	1 – 2 PM
Session 2	2 – 3:30 PM
Tea Break	3:30 – 3:45 PM
Session 2	3:45 – 5:30 PM
Feedback/Questions Session	5:30 – 6 PM

Day Two

Session 1	9:30 – 11:30 AM
Tea Break	11:30 – 11:45 AM
Session 2	11:45 AM – 1 PM
Lunch	1 – 2 PM
Session 3	2 – 3:30 PM
Tea Break	3:30 – 3:45 PM
Session 3	3:45 – 5:30 PM
Feedback/Questions Session	5:30 – 6 PM

Lead International faculty

Dr. Raja Roy Choudhury

Bsc (Eco.), MA (Psy), MS (C&P), MBA, MPhil (Psy), PhD (Psy), PhD (Technology Management), PhD (Organizational Ethics), MD (A.M.), Phd (A.M.), PGDPC, PGDIC, PGDSC, PGDCC, CME Online Programmes from Harvard Medical School & Yale University School of Medicine in Behavioral Health & other well known medical institutions totaling to 74 credit points as per AMA PRA Category I standards.

34 +years of relevant experience and proven credentials in business and technology consulting and performance management, executive coaching and mentoring holding multiple doctorates in organizational ethics, technology management, business psychology and behavioral health.

Diverse experiences of consulting across several industry verticals as well as impact areas. Managed large engagements that involve multiple practices and technology verticals

across India, Australia, South pacific, Africa & South Asia.

20 years of experience in building and leading practices and business units and proven experience in performance management & executive coaching & mentoring - Key verticals include IT, Office Automation, Telecom, Retail, Manufacturing, Energy & Utilities, Banking & Insurance, Automotive, Education & Healthcare & Behavioral Health.

Key clientele include Nokia, Vodafone, K Raheja Corp., Aditya Birla Retail, Sherwin Williams Paints, Abbott Labs, Bombay Dyeing, Post Fiji, Holcim Techport, WHO, and host of UNDP projects overseas.

Visiting Professor in leading B schools in India and abroad.

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