

# "Relationships: Making Them Work"

*(Behavioral Management for enhancing Team Performance)*



## **Introduction**

Almost every day, managers and supervisors encounter employees in the workforce who exhibit one or more of the following behaviors and expressions:

- Low self-esteem
- Lack of accountability for actions/ misbehaving with customers and peers
- Uncertainty about how to communicate with peers and customers
- Little understanding of the link between customer satisfaction and job security
- A feeling of powerlessness to change or enhance work-related skills
- Inability to strike a suitable balance between professional and personal life

Most employees suffer from these setbacks at one time or another, but there is no reason for any of these conditions to be permanent. We and our employees have a choice what our actions-manners and etiquettes, behaviors will be at any given situation and time frame. If we fail to believe that we have a choice in this matter of consciously choosing our actions, we will have sinned against ourselves and our company.

## **Learning Outcomes**

The objectives of this training...

- 1) Is to offer opportunity to explore who they really are and realize their true potential to transform themselves-their manners, etiquettes or behaviors in consistent to company's policies and their job demands;
- 2) To encourage their personal and professional growth;
- 3) To raise their awareness of the choices they have to enrich their career and personal life.

You, as the manager or supervisor, must take the lead and initiate the change. You know that your frontline staff have a job to earn every day and ensure that they continue to add value to the company as a human resource.

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| Session                   | Contents  |
|---------------------------|---|
| Session: 1<br>60 minutes  | <ul style="list-style-type: none"> <li>• <b>Climate Settings:</b> <ul style="list-style-type: none"> <li>- Ice-Breaking/ Appreciative Exercises: Your Best work experience of customer satisfaction;</li> <li>- Objectives, Expectations, Ground Rules</li> </ul> </li> <li>• <b>Foundations of Personal Growth &amp; Development:</b> <ul style="list-style-type: none"> <li>- Meaning &amp; Purpose of Your Life</li> <li>- Knowing yourself: Who am I?</li> <li>- Why am I here? (Banking Sector): <i>Calling Versus Craving</i></li> <li>- The Power of <i>Loving</i> Yourself before you can love your colleagues/customers</li> </ul> </li> <li>• <b>Transforming who You are Being!</b> <ul style="list-style-type: none"> <li>- Change <i>Versus</i> Transformation</li> <li>- Exercises: Tools: Self-Talk: How to Shift from Negative to Positive thinking</li> <li>- Exercises: Tools: Mindfulness –Being <i>present</i> to what you are experiencing NOW</li> <li>- Neuro Associative Conditioning (N.A.C)-Conditioning your mind to ACT/respond positively</li> </ul> </li> </ul>   |
| 45 minutes                | <b>Recess for Lunch</b>   |
| Session: 3<br>60 minutes  | <ul style="list-style-type: none"> <li>• <b>Personal Accountability on the Job:</b> <ul style="list-style-type: none"> <li>- The Choice Theory: Explains we choose our behaviors. The Theory explains why we all choose to act/behave in a particular way which helps us to understand our peers' and customer's behavior.</li> </ul> </li> <li>• <b>On the Job Values/ Organizational Culture &amp; Behavior</b> <ul style="list-style-type: none"> <li>- The 5 Basic Human Needs: Our source of motivation which is genetically programmed.</li> <li>- Habits that connects or disconnects us with our peers and customers.</li> </ul> </li> <li>• <b>Effective Inter-Personal Communication Skills:</b> <ul style="list-style-type: none"> <li>- Treat others as you would like to be treated</li> <li>- Care Enough to Listen</li> <li>- Give Praise and show appreciation/Praise costs nothing</li> <li>- Admit and apologize when you are wrong or unintentionally hurt others feelings</li> <li>- Take Charge of your ATTITUDE</li> <li>- If you want to be remembered-four words "Can I Help?"</li> <li>- Ask for HELP/guidance when you are not sure</li> </ul> </li> <li>• <b>BASIC ETIQUETTE TIPS WHEN GREETING PEOPLE/CUSTOMERS</b> <ul style="list-style-type: none"> <li>- Understanding the nature of complaints and Give Feed Back effectively; Handling difficult customers.</li> </ul> </li> <li>• <b>The Closing Ceremony-Participants Share Experience-Vote of Thanks!</b></li> </ul> |
| Session: 4<br>120 minutes |   |
| Closing<br>(15 minutes)   |   |

**Target Group:** Upto Supervisor Level  
**Methodology:** Brainstorming-Small Group Discussion-Presentations-Group & Peer Sharing-Analogy  
**Date & Time:** 1<sup>st</sup> April, 2015, 10:00am to 5:00pm  
**Venue:** Hotel Rubus, Dhangadi.

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## TRAINER'S PROFILE

### **Mr. Bikal Prasad Sherchan**

*Life Coach/ Consultant Personal & Leadership Development*



Mr. Sherchan is an educator, motivator, and a Life Coach. He has founded the Mount Annapurna School, Junior Citizen's Academy, Mount Annapurna Science Campus in Pokhara, under personal funding and initiative and is one of the Promoters of the Gandaki Medical College in Lekhnath Municipality, Kaski, Nepal. After having served as the Founder, Principal and Director in the above three educational institutions for 28 years, he has co-founded the National Institute for Leadership Development Pvt. Ltd. with Mrs. Usha Malla Singh in Kathmandu with the mission to design, educate, and develop new generation of conscious, visionary, audacious, and committed leaders since Nov. 2005. His passion to individual and organizational transformation is an extension of his 30 years of active participation and experience in the field of education, personal and leadership transformation, and commitment to strengthen

and institutionalize democracy in Nepal.

Mr. Sherchan has been actively involved and served Nepal Jaycees from his founding days of Pokhara Jaycees in April 1975 as the Chapter Secretary to the post of the National President in 1990. He has a Masters of Sociology degree from the Agra University, India. He has travelled to the U.S.A, Japan, Hong Kong, Singapore, Bangkok, and India, in order to train and educate himself. His current area of interest, study involves consulting and coaching corporate, educational, social, and political leaders to succeed in coaching their team members to perform at their peak. He is also passionately involved in designing and leading workshops for couples and those in committed relationships to reinvent the meaning of love so as to experience intimacy in their relationships, which he believes is the critical for peace and happiness. He lives with his wife Rajani and two sons, Dipesh (Sanju) and Nitesh (Anusha) in Kathmandu.

### **Mrs. Usha Malla Singh**

*Coach/Consultant Women & Youth Leadership*



Mrs. Singh is a Motivator, Coach and Consultant and focuses on women & youth leadership development programs. She is the Co-Founder, Senior Partner & Director of the National Institute for Leadership Development Pvt. Ltd. in Kathmandu. She has undergone trainings in communications, leadership, quality school program, personal and organizational development and direct experience in media marketing from various mentors and organizations over the past decade.

She has an excellent communication, relationships and presentation skills with 12 years of experience/expertise from the field of entrepreneurship, education and human resource development. She is a consultant to Demo-Finland on consulting and training women's political leadership development. Inspired and passionately involved in developing the next generation of *conscious* youth leaders today.

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