

Reinforce Insights

Training and Advancement

Corporate Training Brochure 2014

About Reinforce Insights

Reinforce Insights is a professional body pioneered to deliver excellence in developing corporate personnel and aspiring graduates. The rationale behind setting up this enterprise is to instil soft skills and knowledge among people which is appropriate to corporate standards.

Our Job:

Reinforce Insights provides workplace education and training solutions to the corporate executives. At Reinforce, we believe that employees training and professional development are the keys to productivity and long-term business success. Our goal focuses on empowering workplace learning and development. We support the needs of the organizations by improving the knowledge, skills, and attitude of corporate executives.

We provide customized and innovative training solutions to meet organization's short, medium and long-term objectives. We design right training plan and learning objectives to fulfil the organization's strategic plan. Our job is to keep the participants engaging not by prolonged lectures but by facilitating knowledge, skills, and attitude. We speak participants voice, demonstrate every new topics delivered in our workshops, focus on learning objectives, evaluate learning outcomes and follow up to monitor the implementation of learning.

Training Process

Our training process creates '**VICTORY**' to conduct the training programs successfully. We intervene at the following stages:

1. **Vision:** Reinforce Insights (RI) will identify the vision of the organization, its needs and objectives. This phase is the beginning of the journey. The organization perceive as "the vision we have." RI views the organization's vision as "the vision you should have."
2. **Identify gaps:** The competence gap unleashed at this stage. The difference in actual and expected performance is identified using tools as stated below.
 - Needs Analysis
 - Trainee's Assignment
 - Pre-test
3. **Consult:** If the company is not aware of gaps in an employee's knowledge, skills and attitude, we report the problems to the appropriate head. We demonstrate the training value to the organization by relating detected problems with organizational strategic plan.
4. **Training needs evaluation:** Depending upon the gaps identified, an appropriate training needs and learning objectives are set based on the Instruction design model. As trainers, we analyse the objectives and design customised training that leads to optimal results.
5. **Organize workshop:** We strongly put emphasis on the 'Principles of Adult Learning', 'Experiential Learning Style' and 'Facilitative training style'. Understanding these techniques helps us motivate the trainees and accelerate learning. Training activities we choose are in relation to organizational and/or participant requirements to keep the learning sensible and objective focused.

6. **Retrieve feedback:** The job doesn't end at the workshop. The feedback assists Reinforce Insights to assess training outcome in a confidential manner while it will give us the clear picture about the implementation of ideas learned during workshop by trainees.

- Impact Evaluation
- Course Evaluation
- Post-test
- Personal action plan

7. **Yield results:** Whilst, it takes months or years to recognize that the changes were the training outcome, training that is directed toward shifts in attitude and motivation, can only be measured in a multi-faceted approach. Reinforce Insights always look to find ways and improve participant's knowledge even after the workshop through:

Follow ups –

- Phone Calls/E-mails
- Workshops
- Meetings

Training Specialities

Leadership

- **Giving effective feedback:**
In this **one-day workshop**, participants will learn ways to deliver a message so that people accept it and make needed changes. They will also learn how to accept feedback when offered by others.
- **Generation Gap Awareness:**
Understanding others helps us to understand ourselves and to manage the people that we work with. In this **one-day workshop** will explore problems, solutions, and strategies to help overcome issues of the generation gap.
- **Business Leadership:**
This **three-day workshop** is a tool for your leadership development. It is designed to help you create and accomplish your personal best, and to help you lead others to get extraordinary things done.
- **Leadership skills for supervisor:**
This **one-day workshop** will give you the skills in communication, coaching, and conflict that you need to be successful.
- **Emotional Intelligence (EQ):**
These brilliant people's ability to connect at emotional and personal level can inspire us to lead difference. This **one-day workshop** will explain how EQ sets people apart from IQ which contributes to their personal excellence and leadership.
- **Meeting Management:**
This **one-day workshop** will be concerned with small working meetings; with groups that have a job to do requiring the energy,

commitment, and talents of those who participate. Members of such a group want to achieve key outcomes of an effective meeting such as solving problems, brainstorming, or simply sharing information.

- **Building Better Teams:**
How well team members operate collaboratively? How enthusiastic and motivated is the team? How they gain different perspective to use the individual expertise on the team? How well they use ideas and extract valuable insights and resolutions? Do they work well together? This **two-day workshop** can help you to get there.
- **Team Building – Advanced:**
This **three-day workshop** is designed for participants who want to develop their team leadership skills and unleash the talent of their individual team members.

Innovation

- **Creativity and Innovation:**
Some people struggle to think outside the box and others are simply bursting with creativity. This **two-day workshop** will build-up your creativity to help you succeed in both personal and professional lives.
- **Critical Thinking:**
Applying critical thinking techniques allow you to understand the contributions and

implications of your thought processes. After completing the **two-day workshop**, you'll understand reasons of poor quality decisions and you will be able to impose quality controls on your decisions and the decisions of others.

Customer Service

- **Call Centre training - Sales and Customer Service:**
In this **three-day workshop**, participants will discover in depth the elements of sales and customer service skills associated with each telephonic interaction they make throughout this energizing and practical workshop.
- **Customer Service for Managers, Supervisors and Leaders:**
Participants will learn the standards for meeting both company and customer's expectations and areas needing more attention in the organizations. This **one-day workshop** will help participants regain their strength to fabricate and develop from where they are now.
- **Customer Service:**
This **two-day workshop** is designed around six critical elements of customer service that, when the company lives them, bring customers back to experience service that outdoes the competition

Communications

- **Change Management:**
When one expresses satisfaction for change that comes as a fruit for further growth, others express their feeling of resistance and anger. In this **one-day workshop**, you will learn how to manage and cope with change and how to help those around you too.
- **Managing Difficult Conversations:**
Not all interactions that are made in the run of a day serve easy understanding of its meaning. This **one-day workshop** will give you the tools to manage difficult conversations and get the best results possible out of them.
- **Communication strategies:**
The focus of this **two-day workshop** is to sharpen and advance the communication skills of the participants, help them understand the impact of their

communication on other people and to make them feel comfortable at workplace.

- **Active Listening:**
One of the biggest barriers to the communication is not listening actively thus leading to lapses in processing information that was inattentively listened and responses would be made with inappropriate clarity. This **one-day workshop** will help participants develop and practice their active listening skills.
- **Business Writing:**
Even the best writer gets discouraged to put in their best effort. We intervene to teach the habits of good professional writing. This **two-day workshop** aims to give participants the tools to become better writers.
- **Business Writing –Advanced:**
If you are already a good writer in writing memos, effective emails and business letters in clear, concise, complete, and correct, then this **one-day workshop** will focus on writing letters of recommendation, of persuasion, of refusal, or of action, that reflect current word usage and up-to-date formats. **Pre-requisite course: Business Writing**
- **Public speaking:**
Deliver your message with bang! Self-Confidence and appropriate communication skills, and not a talent, that makes up a good presenter. Participants will master the skills that will make them a better speaker and presenter in this **two-day workshop**.
- **Reports and Proposals Writing:**
This **one-day workshop** will cover the methods essential to prepare these documents to assist you with competence of task. This course will build on a solid base of writing skills to present information in formal, informal, and proposal styles. **Pre-requisite course: Business Writing**
- **Public Speaking – Advanced:**
The focus of this **two-day workshop** is to enhance speaking skills by learning some essential techniques and to give persuasive edge when you are presenting complex information, fielding difficult questions, or making a presentation.

Personal Effectiveness

- **Influence and persuasion skills:**
This **one-day workshop** will help participants learn how to influence and

persuade in a variety of areas especially when such important skills is overlooked, at a real cost to the organisation.

- **Conflict Resolution:**

This **two-day workshop** will give participants the tools that will help them resolve conflict successfully and produce a win-win outcome.

- **Conflict Resolution – Difficult people management:**

Success comes from understanding how we behave, as well as how we can influence others. We can manage to have planned conversations as a remedy to cope with difficult people if communications approach you with difficulties. This **one-day workshop** will teach participants how to turn difficult situations into opportunities for growth.

- **Self Esteem and Assertiveness Skills:**

Life can be agonizing and merciless, if you do not make overall evaluation about yourself. Learn to install techniques in **our one day workshop** which can bring drastic change about the way you feel yourself and ways to approach the world to get the things that you want.

- **Time Management:**

Many people skip important task and jump to the next one with the intention to finish

on time. Learn to make proper utility of available time by getting a grip on your workflow and office space, effective use of planner and delegate your task to others in our **one day workshop**.

- **Stress Management:**

The only reason people dislike to attend workforce is their difficulty in dealing with stress. This **one-day workshop** explores the causes of such stress, and suggests general and specific stress management strategies

- **Business Etiquette:**

Business owners and employees can display good manner and treat everyone respectfully to create trustworthy work-environment, build strong relationships, improve confidence, and make a good first impression by setting high-standards after attending this **one-day workshop**.

- **Mastering the Interview:**

Get familiar with the kinds of questions to expect, questions you should think about asking and discover how to prepare for an interview in our workshop. Participants will learn how to prepare for second interviews, testing, and shadowing, as well as how to follow up on their interview sessions in this **one-day workshop**.

(Note: The duration may vary for the individual having difficulty to learn fast)

Note: The above programs can be custom design specific to organization's needs, vision and objectives. This may vary the workshop duration and contents of the course. For further information please contact at +919920471797 or email at info@reinforceinsights.com

Why us?

We have created 'Reinforce concept' to bring changes in the organization.

1. **No-nonsense** – We conduct training programs which exists in reality. We tend to work and speak not as a lecturer but as a tone of participants.
2. **Multi-source assessment** – For the training to be successful, it is important to measure its effectiveness. Participant filling evaluation form after the training gives us vague picture about what they learned. In order to assess learning ideas effectively, we conduct evaluations at every elements of learning process. The 'VICTORY' training process is itself an effect of multi-source assessment. The process includes 360 degree holistic assessment before, during and after the training.
3. **Programs are tailored to your needs** – Our training programs are carefully designed to take account of your organisation's unique circumstances and specific goals. Everyone has a particular learning

style that suits them best and our programs make sure that all can enjoy and benefit from the training.

4. **Structured learning deliveries**– No conventional lecture-style training! Participants who take part in our programs are carefully guided through structured training concepts which they will acquire and confidently apply new knowledge and skills back to their work. Participants will be empowered to work better and produce better results.
5. **Based on Adult-learning principles and Experiential-learning**- We seek to create change! We do not believe in games dominated workshops or delivering boring lectures. Participants will learn best when they use their previous experience that furthers learning. They will be shown an example or two to get them in and 'giving it go'. The courses will be run in a hands-on way to keep the participants practically engaged with the range of learning activities, discussing, collaborating and testing ideas.

About Trainer

Ashish Patel is the founder and lead trainer of Reinforce Insights Training and Advancement. The purpose of the Reinforce Insights is to provide training solutions to corporations and individuals.

His highest qualification is MBA from Australian Catholic University in Sydney, Australia. After a long tenure of 6 years in Australia's largest retail organization as a Customer Service Leader, he developed keen interest in sharing his experience and knowledge which he gained in the areas of Customer Care. He accumulated solid hands-on experience in face-to-face and online interactions with potentially all the international customers. His strong desire in "helping companies do better" compelled him to find his calling into corporate training industry to improve people's work life and grow faster at the workplace.

With a strong aspiration to provide corporate solutions to working people and organizations, he invented 'Reinforce Insights' to tailor their needs and objectives in India.

We can do better together

To request additional information - program details, program durations, customized solutions, etc please send us an email at info@reinforceinsights.com or visit us at our web site - www.reinforceinsights.com

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