



DELIVERING SUSTAINABLE GROWTH WITH TRACTION



A COMPREHENSIVE TRAINING STRATEGY

Diversity & Inclusion Training Proposal

VILT (Virtual Instructor Lead Live Training)

Thought Provoking * Action Oriented * Practical Guide

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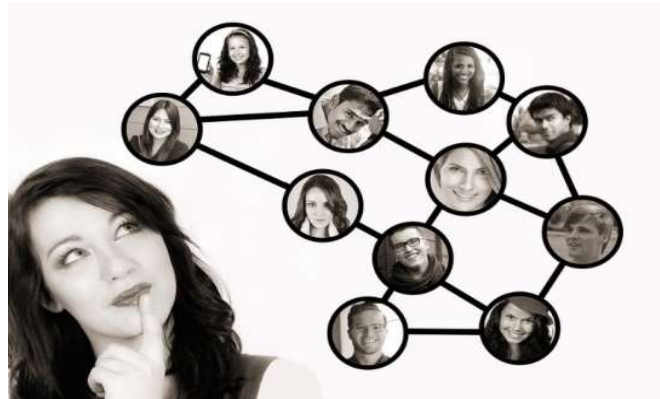


INITIAL SUMMARY

Encore Consulting Group (a boutique training firm) has been given an opportunity to propose a customized strategy for this initiative.

GENERAL OBJECTIVES:

- Understanding how our mind works
 - Individual Behaviors and Emotions
 - Cognitive dissonance, Unconscious bias and mental incoherence
 - Self-Awareness and Situational Awareness
- Comprehend the importance of diversity.
- Learn the fundamentals of Emotional Intelligence (EQ)
- Use emotional intelligence to examine how we see ourselves & others
- Eliminate biases, judgements and preconceived notions
- Enhance Relationships and Communication skills
- Being a Team player and a role model
- Learn how to manage values that are linked to a diverse workplace and culture.
- Understand how individuals and organizations build invisible walls.
- Having a behavior changing experience



TRAINING LOGISTICS:

- Conduct **Pre-Training Assessments** for customization.
- Deliver Five sessions (2 hours each) of VIRTUAL INSTRUCTOR LED LIVE TRAINING.
- Total 10 hours of training for upto 20 Trainees.
- This is not an off-the-shelf training
- Training will be conducted virtually with take home activities
- **Free post training** off-line support to each individual trainee upon request.



Our Vision

Create a workplace where:

- We “Get 100%, out of 100% of the Employees, 100% of the time” - James O. Rogers
- There is excellence in the workplace experience
- Productivity thrives
- Individuals adapt to unforeseen circumstances
- Senior team works toward a shared vision of success
- Genuinely care for one another, feel recognized, and receive support within the organization.



Our Commitment

We understand that you are embarking upon a major initiative where your main focus is on improving emotional intelligence in your organization. We are also aware of the importance of this initiative.

This proposal is based on our current understanding of your culture. We have yet to determine the specifics. At this point we don't know what we don't know.

We will customize it to reflect the findings of our analysis, talks and discovery.

We are ready to impress upon you that we have the drive and determination to fulfill your objectives for this project and are willing to come to you and make a presentation.



Encore's Philosophy

RESPECT the individual

We recognize that every group includes a wide range of individuals with differing needs and abilities. We work to create and maintain an atmosphere of openness and trust, and we value each individual's contributions.

DO RIGHT by the customer.

We always do the right thing. We strive to make every interaction with ENCORE a positive, friendly, and warm one. We care about our clients and want them to succeed, so we are always prepared to go above and beyond for them. We work to add exceptional value to every program or presentation.

LIVE with integrity.

Integrity isn't a 9 to 5 job for us. We put our core actions into practice every hour of every day. Living with integrity also means that we operate with consistency: What you see is what you get. What we say is what we do.

PROVOKE thought.

We train for lasting change and results. We can't get that if we don't make our process an active one. We don't bring about change if we do the thinking for our clients; so rather than provide answers, we offer tools that help people figure things out for themselves.

ENCOURAGE positive disagreement.

Organizations that stuff offices full of people unwilling to give honest opinions can't grow and maintain their vitality. We train our clients to welcome conflict and teach them to use it as a constructive force. Open dialogue, different ideas, and fresh perspectives are welcome and desired in all of our workshops and engagements.

SHOW, don't tell.

We recognize the many different ways individuals learn, and listening is only a small part of the process. All of our programs include active, hands-on learning to help participants boost their performance.

Why Encore

- Not just a Vendor but a **Partner** in your progress
- Our pre-training Comprehensive Assessments
- Experiential and Active learning vs Passive Learning
- We make learning a Fun Experience
- We show not just tell
- We Provoke your members to think
- Behavior Changing experience



Deliverables

Methodology

- 1) Pre-Assessment
 - a. Interview key stakeholders, the team, and management to discover the real and perceived training needs of the company
 - b. Understand HR objectives
 - c. Understand Management concerns
- 2) Plan adaptive learning training sessions based on the findings from the assessments, interviews, and observations
 - a. Include interactive elements that reflect real scenarios your team faces
 - b. Create a Training guide
 - c. Design a PowerPoint presentation
- 3) VILT Sessions (bi-weekly) for 2.5 months
 - a. Deliver Five virtual sessions (2 hours each) totaling 10 hours
 - b. Using technology to create breakout sessions and Team events
 - c. Take home assignments
 - d. My style of asking questions to provoke the Trainees to think
- 4) Recap and Review
 - a. Review SMART Goals
 - b. Optional Long-term Mentorship

CLIMBING THE SOFT SKILLS LADDER





Topical Outline

(Experiential activities throughout the training interaction)



INTRODUCTIONS AND WARMUP

- Review Objectives of this training
- *Meet and greet – Warm up exercise*
- How we learn
- *Individual Exercise - Thought provoking questions*

CURRENT ENVIRONMENT AND CULTURE

- *Group Activity – Privilege (opportunity score)*
- Organizational Culture Evolves
- Your Departmental Culture and the Organization
- Review Current Trend – Last 3 years
- *Team activity - The Way It Is Done Now*

UNDERSTANDING INDIVIDUAL BEHAVIORS

- How our Mind works
- The Biological process of our Behavior
- Emotional Hijacking and self-destructive behaviors
- Our Shadow (The dark side) - Cognitive dissonance, Unconscious bias and Mental incoherence
- *Individual Activity – Mody's seven self attributes*

ONGOING (FOR THE DURATION OF THIS TRAINING) SELF-DISCOVERY BY EACH TRAINEE

- Understanding your belief system
- Discovering the Dark Shadow / Complexes / Biases
- Journaling Emotional triggers (if needed)



WHAT IS DIVERSITY?

- *Team Activity -Brainstorm what is Diversity?*
- The Big Picture
 - Cultural Diversity
 - Ethnocentrism
 - Organizational Diversity
 - Personal Diversity
- Dimensions of Diversity – Where differences come from
 - Primary
 - Secondary
- *Individual Activity – Organizational influence*

WHAT IS INCLUSION?

- Inclusion vs. Exclusion
- Valuing differences – unity in diversity
- Creating harmony in a fast-paced environment
- *Individual Exercise: Inclusive Work Environment*

WHAT IS EMOTIONAL INTELLIGENCE?

- *Activity (Group) - Brainstorm what is EQ*
- History of EQ
- Review Current Models and Thinking
- The Big picture - Mody's Model
- Key Attributes (discuss in depth)
 - Self-awareness
 - Empathy
 - Self-Management
 - Social Intelligence
 - Self-Motivation
 - Humility

EMPATHY

- Walking in the other person's shoes
- Showing People, You Understand Their Feelings
- Creating win-win situations
- *Exercise in Pairs – Understanding*

SOCIAL INTELLIGENCE AND TEAMWORK

- Working as a Team – Team EQ
- Building trust and relationships
- Role Model Behavior
- Creating influence with Humble Power



- Diluting Ego
- Team Sensitivity
 - Beliefs
 - Backgrounds
 - Personalities
 - Culture
- *Team Exercise: Building Walls vs Building Bridges*

COMMUNICATION SKILLS

- What makes communication effective
- Elements of face to face communications
- The power of persuasion - Ethos, Pathos & Logos
- Listening for improved understanding
- The power of inquiry
- Decoding Body Language
- *Activity – Yes/And*

UNDERSTANDING AND MANAGING YOUR MINDSET TO PRATICE INCLUSIVENESS

- *Activity (Group) - Brainstorm why D&I is important?*
- Situation-management
 - Positive Emotions and its effects
 - Negative emotions and its effects
 - Micro-aggression and expressions
- Using cognitive restructuring and mental coherence
- Power of slow and deep breathing
- How mindfulness works
- Emotional Nutrition and Hygiene
- Working Your Way Out of a Bad Situation
- Developing a positive psychology

DIVERSITY IN YOUR WORKPLACE – POSITIVE WORK ENVIRONMENT

- How Exclusion effects our work place
 - Toxic environment
 - Conflicts
- It starts with Leadership
- *Activity in pairs – PRO/CON*
- Diversity and Inclusion Best Practices
 - Fair treatment
 - Equal access
 - System of redress and being heard
 - Buy-ins and Representation across at all levels and positions



IMPROVING YOUR INDIVIDUAL PERFORMANCE

- Power of Habits
- Finding the Shadow and Short-circuiting the Triggers
- Ability to choose:
 - Reaction
 - Response
- Mody's **Ladder of 5 A's** of internal Self Development
 - Attitude
 - Awareness
 - Acceptance
 - Adaptability
 - Advocacy
- *Individual Exercise: Your personal Action plan with SMART Goals*
- Mody's 15 commandments

SENSITIVITY TRAINING

- Culture of trust and respect
- Preventing Harassment
- Responding to complaints
- The importance of documentation
- Internal investigations
- Understanding and preventing retaliation

CLOSING

- *Developing a personal commitment for change*
- Recap and review
- Answer questions

Note: The above is based on our current understanding of your organization. It may be modified and fine-tuned (where deemed necessary) based on our analysis and discovery during the planning stage. The core concept will remain the same.



Interactive & Experiential Learning

Active Rather Than Passive Training:

Our training combines hands-on, interactive elements including discussion, engaging activities, visual aids, live speaking, and role-playing exercises. This active approach to training has been proven to increase understanding & retention for maximum results.

A Boutique Training Company:

We deliver a fully customized learning experience which aims at the heart of your specific needs and challenges rather than taking a one-size-fits-all, out of the box approach.

The key to learning that results in meaningful behavior change is creating an interactive session that uses learning techniques that actively engage participants. To this end our sessions use storytelling, humor and movement to enhance the dissemination and assimilation of core learnings. This is in addition to leveraging the following tools and methods to engage learning:

1. Discussion and Brainstorming – Facilitated discussion to provoke thought, encourage participant contribution, share resources and stimulate learning in a safe environment
2. Method Demonstration – Instructor demonstrates skill sets for participants to aid in understanding, to stimulate student interest and to provide a model to follow
3. Practice – Students put to action in real-time new skill sets
4. Cooperative Learning – Working in cooperative s, gaining from each participant's efforts creating an atmosphere of achievement
5. Role Play – Requires active involvement of participants and provides a safe environment to test new skills
6. Individual and Small Activities – Learning through self-assessment and reflection and through peer collaboration to come to great understanding through participants' efforts
7. Visuals – Reinforces key learning points, improving audience participation
8. Case Studies – Review actual cases that demonstrate the challenges leaders face and the choices that are made.

***"Tell me and I forget.
Teach me and I remember
Involve me and I learn."***

-Benjamin Franklin



Benefits of our Offering

1. Robust pre-training Assessment
2. Thorough brainstorming with executives before the training
3. Experiential and Active training
4. Experienced Instructors

Benefits to your Organization

1. Manage Effectively
2. Positive Environment
3. Top-down Initiative with Role Model Behavior
4. Confidence that the Vision is Clearly Communicated
5. Harmony within the Organization
6. Positive behavioral change

Benefits to your Team

1. Positive Learning Environment
2. Experiential Opportunities
3. Thought Provoking Process
4. Works the Little Gray Cells
5. Improved Retention of the training

CLIMBING THE SOFT SKILLS LADDER





Post Training Outcomes

There are a number of ways we can measure the efficiency of the training in the long run:

- Business Impact
- Behavior Observation
- Learning outcomes
 - Knowledge
 - Skills
 - Attitude
- Reaction – Participation Satisfaction
- Level of Interaction
- ROI
- Improvements in internal and external communications



We will assist in installing an effective measuring mechanism after our Discovery and assessment stage.

Optional Follow-up for Long-Term Effect

(A multi-layered post training approach to keep up the momentum after the training)

1. **Free** Executive meetings for review of feedback and monitoring mechanism till the completion of this program.
2. **Free** post training off-line support to each individual Trainee up to 30 minutes when requested by them till the completion of this program.
3. **Optional** pre-recorded or live Webinars (15 to 30-minute learning sessions) ending with an action item. Individual continuing learning at all levels to keep up the momentum This will include reinforcement of the universal principles and additional items that could not be included in the training.



Trushar Mody, Managing Partner & Senior Trainer



Trushar Mody (known as Mody), is an accomplished business entrepreneur and mentor with over 35 years of experience in the printing, manufacturing, real estate, finance, retail, nonprofit and service industries. He is a thought leader in the field of Emotional Intelligence (EI) as it applies to business success.

Mody's approach to professional training and consulting not only facilitates the learning and retention of information, it helps clients increase sales and operational efficiencies, as well as improve relationships and reduce stress.

He has designed, developed and conducted a broad range of transformative quality professional development training programs (both soft and hard skills) in technical and non-technical courses for both in-house and corporate clients. He is well versed in adult learning theory, learning styles, training methodologies and adult motivation techniques.

Mody is also experienced in launching, planning, managing, and executing learning projects and complex business operations resulting in win-win situations. He brings strong organizational, analytical, technical, problem-solving and people skills with hands-on approach.

He is also a community leader, rainmaker, and an outside-the-box contrarian thinker.



Client Satisfaction

In 2018, Encore Consulting Group worked with chain of medical units in New York, training everybody across the boards at all positions and levels for over a of 1,000 employees.

At the end of the training, we summarized the scores we were given by each trainee and received an average score of **4.79 out of 5**.



Here's what our customers are saying about us:

- 1) "Really enjoyed the different perspectives with regards to diversity, particularly diverse personalities and the different attributes they bring. Also enjoyed the use of the self-reflection in different ways and methods to improve. Would definitely recommend the presenter as well as the material covered."
- 2) "Presenter did an outstanding job in engaging the class throughout the day with regards to the material. Not many training classes keep my interest but I truly enjoyed this one. Loved the group exercises."
- 3) "I thought the class was very enlightening regarding the different perspectives of thought in diversity. Made me realize some of the things I need to work on for myself."





Partial Client List



HOLLAND AMERICA GROUP





References

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Next Steps:

To get the most out of this customized training program, follow these steps:

1. Read the topical outline in the previous pages
2. Give us a call to discuss
3. Discuss the pricing with us
4. Get the necessary approvals for this training
5. Select topics you believe are most important for your organization or let us plan a comprehensive package
6. Secure the delivery dates
7. Determine a discovery and pre-assessment call with our trainers
8. Now relax – we will do the rest.

**Don't hesitate to reach out if you have any questions!
Call Trushar Mody at 678-766-6666 to discuss.**

