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Micro-sessions are delivered virtually to customers who have specific training needs in the topics described below. The sessions are interactive and can last from 1 to 3 hours maximum. These sessions can be organized at a week's notice for 1 to maximum 12 individuals.

The instructor uses slides, video clips and break-out workshops. Below are the descriptions of the topics for which courseware is currently available. Other topics can be prepared and delivered as per your requirements.

1-3 hours

Interactive

1-12 participants

Communications in Conference Calls

OBJECTIVE:
How to manage effectively communications in dispersed teams

Effective Communications in Conference Calls

A. Differences between Face to Face and Distance Communications

B. How to run effective virtual meetings?

C. How to prepare for running virtual meetings?

D. What steps you should take to prepare for your next virtual meeting

Summary of key learnings and how the participants intend to use the learnings

Running Good Meetings

OBJECTIVE:
Learn how to run good meetings

Running Good meetings

A. Guidelines for running good meetings

B. Types of meetings

C. Organizing the meeting

D. Defining roles

E. Running the meeting

F. Creating the Decision/Action Log

G. Following up the meeting

Summary of key learnings and how the participants intend to use the learnings

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Resolving Conflict

OBJECTIVE:
Learn how to handle and resolve conflict

> **Resolving Conflict**
>
> **A** What is conflict and how it arises?
>
> **B** What type of conflict is good for the organization?
>
> **C** How to minimize unhealthy conflict?
>
> **D** Identifying the nature of the conflict
>
> **E** Conflict resolution steps and identifying the solution
>
> **F** Implement the solution and checking its effectiveness

> **Summary of key learnings and how the participants intend to use the learnings**

Effective email communications

OBJECTIVE:
Learn how to manage effectively email communications

> **Email Communications**
>
> **A** Principles of good communications
>
> **B** Email etiquette
>
> **C** Tips on writing emails
>
> **D** Pitfalls to avoid

> **Summary of key learnings and how the participants intend to use the learnings**

International Communications

OBJECTIVE:
Learn how to communicate in an international environment considering cultural diversity

> **International communications**
>
> **A** What is the difference when communicating internationally versus nationally?
>
> **B** How does language and culture affect
>
> **C** How to conduct effective international communications?
>
> **D** Assessing the effectiveness of your

> **Summary of key learnings and how the participants intend to use the learnings**

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How to give feedback

OBJECTIVE:
Learn how to give effective feedback to colleagues

Resolving Conflict

- **A** What is feedback?
- **B** Purpose of giving feedback
- **C** Techniques for giving feedback
- **D** When to give feedback?
- **E** Following up on the feedback

Summary of key learnings and how the participants intend to use the learnings

How to have difficult conversations

OBJECTIVE:
Learn how to transmit unpopular messages in a diplomatic way and provide participants with an opportunity to discuss their real-life cases

Email Communications

- **F** Increase your confidence to hold difficult conversations
- **G** See the importance of planning and gathering critical information
- **H** Receive a 'road-map' to guide preparation for your conversation
- **I** Develop your listening and empathy and set the right tone
- **J** Discover the importance of adapting your style to improve the chances of a positive outcome the chances of a positive outcome
- **K** Learn the importance of keeping in mind the desired outcomes

Summary of key learnings and how the participants intend to use the learnings

Engaging Diversity

OBJECTIVE:
Raise awareness on a range of diversity issues and how these impact behaviors of affected personnel

Engaging Diversity

- **A** What is diversity?
- **B** Facts about diversity
- **C** How diversity affects performance
- **D** Learn how to engage people affected by diversity to enhance performance and team spirit

Summary of key learnings and how the participants intend to use the learnings

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Key steps in project planning

OBJECTIVE:
Learn on best practices in project planning

Key Planning Steps

- **A** How to start the planning process
- **B** What needs to be done before starting to develop the plan
- **C** Developing the Scope Statement
- **D** Developing the work plan
- **E** Planning to engage the stakeholders

Summary of key learnings and how the participants intend to use the learnings

How to make a good Work Breakdown Structure

*This sessions assumes introductory project management knowledge

OBJECTIVE:
Learn how to make quality Work Breakdown Structures when defining the project scope

Work Breakdown Structure

- **A** What is WBS and why it is used?
- **B** What needs to be in place before WBS is developed?
- **C** How to develop a good WBS – approaches, rules
- **D** How and when do we update the WBS

Summary of key learnings and how the participants intend to use the learnings

How to control your project

*This sessions assumes introductory project management knowledge

OBJECTIVE:
Learn how to control your project

Project Control

- **A** Prerequisites for project control
- **B** What to control? communications?
- **C** Project Control using milestones, work done versus work planned
- **D** Roles and responsibilities in project control
- **E** Reporting progress
- **F** What to do when the project deviates from plan

Summary of key learnings and how the participants intend to use the learnings

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Risk Management

OBJECTIVE:
Learn what is risk and how to identify, analyze, respond and control risks in your projects

> **Project Risk Management**

> **A** What is risk and risk management?
> **B** Risk Management Plan and why it is needed?
> **C** Identifying, analyzing and responding to risk.
> **D** When to give feedback?
> **E** The risk register

> **Summary of key learnings and how the participants intend to use the learnings**

Project Kick-Off Meetings

OBJECTIVE:
Learn why you need to run a project kick-off meeting and how to run it effectively

> **Project Kick Off Meetings**

> **A** What is a kick-off meeting?
> **B** When to have kick-off meetings?
> **C** Who should be present at the various kick-off meetings?
> **D** What is communicated at these meetings?
> **E** Roles and responsibilities in kick-off meetings
> **F** Following up on kick-off meetings

> **Summary of key learnings and how the participants intend to use the learnings**

Introduction to Agile Project Management

OBJECTIVE:
Learn about Agile approach to Project Management and how it differs to classical approaches

> **Engaging Diversity**

> **G** What is agile project management
> **H** How are agile teams organized
> **I** How does agile deliver value to the customer
> **J** What are the most common agile methods?
> **K** Should you use agile in your projects?

> **Summary of key learnings and how the participants intend to use the learnings**

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