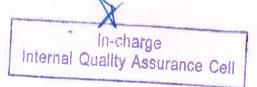
| Learning Outcome Session Name | | Servicitiv-1 Rev Concepts Feedback on Duratio | | |
|---|--|--|--|--|
| To know the current strengths / Weaknesses of all students | Pre-Training Assessment - | Psychometric Test for Mapping Personality Extempore Speech | · Effectiveness of communication | Duration 1 |
| To understand the meaning of the term Personality Development and its importance in our life | Personality Development | What is Personality Types of Personality Need for Personality Development | - Tone - Pace - Pitch - Volume - Intensity - Clarity of Thought | 1 |
| To understand the meaning of the term Personality Development and its importance in our life | First Impressions | What are first impressions? Components How to create a positive impression? | - Creaive expression - Fillers/foghorns | |
| To understand the meaning of the term Personality Development and lis importance in our life | Activity | Conduct an acitivity to decipher each others personality (groups of 5-6 each) | - Facial expressions - Hands & postures - Eye contact | V) |
| To be able to map the various Strengths and weaknesses Understand Swot Analysis | SWOT | What is SWOT Analysis? Strengths Weaknesses Opportunities Threats Create an Action Plan | - Setting - Mood - Sequencing - Listening - Bunathasising | 1 |
| To be able to map the various Strengths and weaknesses Understand Swot Analysis | Identify your and Partners SWOT - Activity | (Pair Activity) First Identify own strengths and Weaknesses and then ask the partner to identify it and crosscheck the moment of truth | Politely disagreeing Presenting opinions | |
| To understand the meaning of the term Rational Thinking and its importance in our life in each arena | Rational Thinking or Rationality | Definition Need for Bationality Benefits How to apply Rational Thinking | | |
| To understand the meaning of the term Attitude and the types of Attitude | Attitude | What is Perception? The ladder of Inference Perception in relation to Attitude What is Attitude 7 Types of Attitude How does Attitude form? Pactors that Attitude Inference Perception in Planting and Strenghtening Attitude | | 1 |
| To understand the difference between learning and knowledge and its impact on our lifetime | Learning and Knowledge | Definition VAK Model Personality Ways to Acquire Knowledge Quotient Definition Deginning and end Contributions to Benefits Intelliquice Emotional Quotient (Overview) | | i |
| | To understand the meaning of the term Personality Development and its importance in our life To understand the meaning of the term Personality Development and its importance in our life To understand the meaning of the term Personality Development and its importance in our life To be able to map the various Strengths and weaknesses Understand Swot Analysis To be able to map the various Strengths and weaknesses Understand Swot Analysis To understand the meaning of the term Rational Thinking and its importance in our life in each arena To understand the meaning of the term Attitude and the types of Attitude | To understand the meaning of the term Personality Development and its importance in our life To understand the meaning of the term Personality Development and its importance in our life To understand the meaning of life term Personality Development and its importance in our life To be able to map the various Strengths and weaknesses Understand Swot Analysis To be able to map the various Strengths and weaknesses Understand Swot Analysis To understand from the meaning of the term Rational Thinking and its importance in our life in each arena To understand the meaning of the term Attitude and Attitude To understand the meaning of the term Attitude and Attitude To understand the difference between learning and Learning and Knowledge | To understand the meaning of the term Personality Development and its importance in our life To understand the meaning of the term Personality Development and its importance in our life To understand the meaning of the term Personality Development and its importance in our life To understand the meaning of the term Personality Development and its importance in our life To understand the meaning of the term Personality Development and its importance in our life To understand the meaning of the term Personality Development and its importance in our life To be able to map the various Strengths and weaknesses Understand Swot Analysis What is SWOT Analysis? What is SWOT Analysis? What is SWOT Analysis? Opportunities Strengths Threats Create an Action Fian Identify your and Partners SWOT- Activity To understand the meaning of the term Rational Thinking and its importance in our life in each arena Identify your and Partners SWOT- Activity To understand the meaning of the term Rational Thinking and its importance in our life in each arena Identify your and Partners SWOT- Activity To understand the meaning of the term Attitude and Obe types of Attitude To understand the meaning of the term Attitude and Obe types of Attitude To understand the meaning of the term Attitude and Attitude To understand the difference between learning and knowledge Need for Standard Attitude To understand the difference between learning and knowledge Need for Standard Strengthening Attitude Definition Beginning and end Contributions to Begening and end Contributions to Benefits Intelligence Intelligence Intelligence Intelligence Intelligence The Ladder of Contributions to Benefits Intelligence Intelligence Intelligence The Ladder of Contributions to Benefits Intelligence | To understand the meaning of the term Personality Development and its importance in our life To understand the meaning of the term Personality Development and its importance in our life To understand the meaning of the term Personality Development and its importance in our life To understand the meaning of the term Personality Development and its importance in our life To understand the meaning of the term Personality Development and its importance in our life To understand the meaning of the term Personality Development and its importance in our life To understand the meaning of the term Personality Development and its importance in our life To understand the meaning of use term Personality Development and its importance in our life To understand the meaning of use term Personality Development and its importance in our life To understand the meaning of use term Personality Development and its importance in our life To be able to map the various Strengths and weaknesses understand shoot Analysis To be able to map the various Strengths and weaknesses understand shoot Analysis To be able to map the various Strengths and weaknesses understand the meaning of the term Rational Thinking and its importance in our life in each arens In dentity your and Partners SWOT— Activity To understand the meaning of the term Rational Thinking or Rational Thinking or Rational Thinking To understand the meaning of the term Attitude and Attitude Thinking and its importance in our life in each arens To understand the meaning of the term Attitude and Attitude Thinking and its importance in our life in each arens To understand the meaning of the term Attitude and Attitude Thinking and Strengthening Attitude To understand the difference between learning and Innovabledge To understand the difference between learning and Rhowledge To understand th |

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| 5B | To understand the difference between learning and knowledge and its impact on our lifetime | Know your learning Style -Activity | Quin on Learning Styles (Pair Activity) |
|----|--|------------------------------------|---|
| бА | To understand the difference Patience and Persistence and the transformation it can bring to your life | Persistence and Patience | Definition (Give examples and ask Students what is the common stream in the examples) Discuss why you need these traits Six Ways to Develop Persistence |
| 7A | To understand the difference between Motivation and Pinspiration and why we need it almost daily. | Motivation and Inspiration | What is Motivation? (Discuss with Students) What is inspiration? Theory of Needs of Motivators Model Attitude of Gratitude What is Motivation? Maslows Types Motivating Others Self- Motivation |
| 7B | To understand the difference between Motivation and Inspiration and why we need it almost daily. | Activity | Create a Gratitude Journal - Start with Practice |
| BA | To understand the emotional intelligence | Emotional Intelligence | Definition (Recap from the Last time it was discussed) Categories of Emotional Intelligence Branches of Emotional Intelligence Blocks of Emotional Intelligence |
| 9A | To understand Anger Management as well as Stress Management, and to flud ways to be able to control it | Anger Management | Discuss Anger and why fo we get angry Auger Auger All our lives apecifically professionally Strategies to Manage Anger and Impulse Control Sources of Stress Ways of Dealing with Stress effectively manage Stress Define Discuss Impact of anger on Discipline Stress Positive and Negative Strategies to |
| 9B | To understand Augor Management as well as Steese Management, and to find ways to be able to control if | Activity | Meditation Exercise |
| | | | |

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| 10 Mid Training Assessment | | Mid Training Assessment | To anderstand the extention for all students and comprehension Written as well as Oral (Time depending on Batch Star) | |
|----------------------------|---|---|--|--|
| 31A | To understand communication and the importance of Body language as a strong compensation. Communication. | Communication Body Language Empathy and Sympathy | Communication Cycle 3 V's Importance of Grooming as Communication Body Language Different Pactors of Body Language Proxemics Kinesics Adaptors | |
| 11B | To understand communication and the importance of Body language as a Atrong component in Communication | Activity | (Group Activity) Give Variou examples of signs and ask others to decipher | |
| 12A | To understand GOALS and why we need them in our lives | Goal Achieving Personality | Goals Versus Dreams And Wishes Applications and Benefits Setting and Achieving Goals (SMART) Blocks to Goal Achievement | |
| 128 | To understand EOALS and why we need them in our lives. | Activity | Set Goals for 3 months , 1 year and 5 years (Group Activity) | |
| 13A | To understand time management and how to aximage time | Time Management | Discuss Time Management, ask Students how do they "spend" their time. Value of Time. Manage Time or Activities. Coveys Matrix. Illocis to Time Management. | |
| 138 | To understand time management and how to manage than | Speaking practice through workplace scenarios | Improving Time Management Scenarios will be given by the Trainer | |
| 148 | To understaind LEADERSHIP, and identify differences between Boss and a Leader | Leadership | Who is a Leader between Boss and a Leader Traits of a Leader Important? Leadership Audition Leadership Qualities | |

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| 148 | To understand LEADERSHIP, and identify differences between illness and a Leader | stand LEADERSHIP, and identify News Paper Activity They will explain the following: What do they know about the history of that particular sit What does the newspaper suggest? Does the reader agree or disagree with the situation and to reasons. | |
|-----|---|---|--|
| 15A | To understand interpersonal Helizviour and why do we need it. | interpersonal Relationships | Discuss Interpersonal Behaviour Johar Window How to become a people magnet |
| 150 | To understand Interpersonal Behavious and why do we need it. | Activities | identify your own and others Johari Window |
| 16 | To understand Granumic and its Importance in our lives | Grammar | Discuss Parts of Speech Brainstorm ell THE Various Part of Speech |
| 17A | To understand Group Discussion and the difference between Group Discussion and Debates | Group Discussion - Basic & Advanced Mock GD | What is Group Discussion - Discuss What are Debates Difference between GD and Debates Body Language during the GD |
| 178 | To understand Group Discussion and the difference between Group Discussion and Debates | MOCK GD | The trainer will give the groups topics to present - Current Topics Preparation and Present |
| ERA | To understand Word Stress and Modulation | Word Stress and Modulation | What is word stress? Understanding word stress Understanding Modulation |
| 188 | To understand Word Stress and Modulation | Activities | Practising word stress and modulation Extempore Topics Kept in mind : Pluency, Grammatical Errors, Knowledge about the Topic. |
| 19A | To understand Consonant and Vowels and the Speech Tree | Consonant and Vowel and the Speech Tree | Alphabet Consonants Vowels How do we form Speech Pactors to Improve Diction |
| 198 | To understand Consonant and Yowols and the Speech Tree | Nowspaper-based Activities | Give them topics and ask them to read Pocus on diction Passages on SOS basis |



| | Duration (bours) of Classroom Interaction | Laster Action of Assertations | | 1 24 |
|------|---|---|--|------|
| 24 | | Post-Training Assessment | CONTRACTOR AND AMERICAN AND AMERICAN | |
| 23 | How to perform at an Interview | Mack interviews | Mucklinterviews for the forms class | |
| 2B | To understand HOW TO EXCEL AT ANY INTERVIEW | Role Play | Panel Interview Mock Interviews Types of Interviewers (Role Play) | |
| 100 | | | before an Interview Things to be done during and after an Interview Types of Questions Body Language to be Kept in mind | 1 |
| 22A | To understand interviews and types of interviews | Interview Skills | Types of interviews Things to do | |
| 1B | To understand the Telephone Etiquette | Role Play | Mock Presentations on Telephone Etiquette and Professional Etiquette | |
| SHA. | To understand the Telephone:Hitquotte | Telephone Etiquette Professional Etiquette | What is Telephone Bidquette What is demanded by Professional Bidquette | 1 |
| 21A | of prevous modules | | Each Student will present himself as if in an Interview Things to watch out for Individuality Not Canned Expression | |
| OB | To understand how to present Self an analgamation of preyous modules To understand how to present Self an amalgamation | | Grouning and Appearance Talking About Yourself Strengths and Weaknesses Why Should You Be Hired | t |

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