

human

training consultants

INDIA + UAE | INTERACTIVE CATALOGUE

Programme Selection Catalogue

Practical learning journeys for execution excellence, managerial impact and measurable workplace capability.

SELECT WHAT YOUR PEOPLE NEED

- Cadre 1 - Execution Impact
- Cadre 2 - Managerial Impact
- Assessments and behavioural insight

Established in 2014

Available in India and the UAE

www.humantraining.org
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Shape Your Learning Requirement

Complete the details, tick the relevant programmes, save the PDF and email it to us.

Organisation details

CONTACT NAME

ORGANISATION

WORK EMAIL

PHONE NUMBER

PARTICIPANT GROUP / LEVEL

ESTIMATED NUMBER OF PARTICIPANTS

How to use this catalogue

- 01 Select** Tick any programme or assessment that matches your requirement.
- 02 Prioritise** Use the final page to describe your business need and desired outcomes.
- 03 Save** Download or save a copy of this completed interactive PDF.
- 04 Share** Email it to ht@humantraining.org. We will help shape the right intervention.

TWO DEVELOPMENT CADRES

Cadre 1 - Execution Impact

Core professional, customer, commercial and personal-effectiveness capabilities for individual contributors and emerging talent.

Cadre 2 - Managerial Impact

Leadership, team, performance and people-management capabilities for first-time and experienced managers.

Communication and Professional Impact

Tick the programmes you would like to explore.



C1-01

Presentation Skills That Win Buy-In

- Structure a clear and compelling presentation.
- Use stories and visuals to sustain attention.
- Strengthen body language and voice modulation.
- Handle questions and audience interaction confidently.



C1-02

Business Communication

- Communicate clearly through verbal and non-verbal cues.
- Write concise, professional emails and documents.
- Listen actively and respond with empathy.
- Adapt communication across cultures and contexts.



C1-03

Professionalism at the Workplace

- Build a credible professional presence.
- Practise workplace courtesy and respect.
- Navigate meetings, networking and business dining.
- Strengthen phone, virtual and cross-cultural etiquette.



C1-04

Creating Customer WOW

- Understand evolving customer expectations.
- Adopt a customer-centric communication mindset.
- Handle complaints and service-recovery conversations.
- Build loyalty through proactive problem-solving.



C1-05

Conflict Management

- Recognise common sources and patterns of conflict.
- Use appropriate conflict-resolution styles.
- Communicate effectively in tense situations.
- Deal constructively with difficult behaviours.

Customer and Commercial Impact

Tick the programmes you would like to explore.



C1-06

Time and Stress Management

- Prioritise goals, tasks and competing demands.
- Plan and schedule work more effectively.
- Reduce procrastination and distraction.
- Set boundaries and perform under pressure.



C1-07

Sales Planning and Prospect Management

- Translate sales goals into a practical territory plan.
- Identify, qualify and prioritise prospects.
- Strengthen lead-generation discipline.
- Manage the sales funnel and pipeline consistently.



C1-08

Effective Selling Skills

- Explore customer needs through purposeful questions.
- Build rapport, credibility and trust.
- Present value through a persuasive sales conversation.
- Close effectively and sustain post-sale relationships.



C1-09

The Art of Negotiation

- Understand buyer needs, interests and behaviour.
- Prepare for situational and value-based negotiation.
- Use influence and persuasion ethically.
- Handle difficult negotiations and close for long-term value.

Leading Self and Others

Tick the programmes you would like to explore.



C2-01

Adaptive and Situational Leadership

- Diagnose the situation and the team member's need.
- Adjust leadership style to capability and commitment.
- Lead with agility through change and uncertainty.
- Use self-awareness and empathy to strengthen impact.



C2-02

First-Time Manager

- Shift from individual contributor to people leader.
- Communicate expectations clearly and constructively.
- Motivate, delegate and prioritise effectively.
- Align team goals with business outcomes.



C2-03

Emotional Intelligence

- Understand the core components of emotional intelligence.
- Recognise and regulate emotional responses.
- Stay constructive under pressure and change.
- Build empathy and stronger working relationships.



C2-04

Personal Mastery and Self-Efficacy

- Strengthen self-belief and a growth mindset.
- Build resilience and constructive habits.
- Improve focus, consistency and self-discipline.
- Embrace continuous learning and adaptability.



C2-05

Stakeholder Navigation and Execution

- Map stakeholders by influence, impact and interest.
- Build trust and productive working relationships.
- Tailor communication to stakeholder expectations.
- Align interests and drive decisions into execution.

Teams, Change and Performance

Tick the programmes you would like to explore.



C2-06

Change Management

- Understand the human stages of change.
- Recognise concerns and sources of resistance.
- Build resilience and support people through transition.
- Embed new practices for sustainable change.



C2-07

Winning Together: Team Building

- Understand team-development stages and dynamics.
- Build trust, cooperation and shared purpose.
- Improve listening and communication within teams.
- Strengthen accountability and constructive conflict.



C2-08

Problem-Solving and Decision-Making

- Apply structured problem-solving frameworks.
- Strengthen analytical and critical thinking.
- Engage diverse perspectives in collaborative decisions.
- Implement, evaluate and adapt solutions.



C2-09

Challenging Conversations

- Approach difficult conversations with confidence.
- Listen for perspectives, interests and emotions.
- Use clear, assertive and respectful communication.
- Ask questions that enable solution-focused dialogue.



C2-10

Conducting Performance Appraisals

- Prepare evidence and objectives for the discussion.
- Assess performance using fair, structured criteria.
- Deliver balanced, strengths-based feedback.
- Agree practical development and performance actions.

People Practices and Facilitation

Tick the programmes you would like to explore.



C2-11 Effective Hiring

- Define role requirements and success criteria.
- Use structured, competency-based interviews.
- Reduce bias and assess candidates objectively.
- Support a consistent selection and onboarding experience.



C2-12 Mentoring and Coaching Skills

- Distinguish mentoring, coaching and performance guidance.
- Build trust and psychological safety.
- Use questions, listening and constructive feedback.
- Adapt the approach to individual development needs.



C2-13 Training of Trainers: Facilitation Skills

- Apply principles of adult learning and facilitation.
- Adapt methods for different learning preferences.
- Use effective questioning and listening techniques.
- Manage group dynamics and evaluate learning.



C2-14 POSH: Prevention of Sexual Harassment

- Understand the POSH Act and workplace responsibilities.
- Recognise forms of harassment and inappropriate behaviour.
- Respond to concerns with sensitivity and confidentiality.
- Build awareness and strengthen preventive practices.



C2-15 Neuro-Linguistic Programming

- Understand core NLP concepts and applications.
- Build rapport and improve interpersonal communication.
- Explore anchoring and language-pattern techniques.
- Apply NLP to self-management, leadership and influence.

Make Development Visible

Select the tools that can support diagnosis, development and evidence of progress.

**A-01**

Gamification-Based Business Simulations

Scenario-based practice that reveals decisions, collaboration and business judgement.

**A-02**

360-Degree Feedback

One-to-one interpretation and development planning with an ICF-certified coach.

**A-03**

Assessment and Development Centres

Design, administration and individual reporting against agreed competencies.

**A-04**

DISC Personality Profiling

Behavioural insight and coaching for communication, career development and life skills.

**A-05**

MBTI Personality Profiling

Preference-based insight and coaching for individual and team development.

**A-06**

OPQ Trait Profiling

Evidence to support best-fit hiring, leadership development and career conversations.

**A-07**

Belbin Team Roles Profiling

Team-role insight for leadership and board-level groups working collaboratively.

**A-08**

Competency Mapping

Organisation-level competency architecture and role-based behavioural frameworks.

NEXT STEP

Tell Us What Success Should Look Like

Your selection starts the conversation; the final design will be shaped around your context.

Business situation or capability challenge

WHAT NEEDS TO CHANGE?

Preferred delivery

☐ In-person ☐ Live virtual ☐ Blended ☐ Open to recommendation

PREFERRED TIMELINE

CITY / COUNTRY

SAVE AND SHARE YOUR SELECTION

Let us shape the right intervention.

Save this completed PDF and email it to ht@humantraining.org. Our team will connect with you to understand the audience, business context and desired evidence of impact.

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