

TRAINING PROGRAMME

Professional Skills Programme

A complete multi-module training course



PRESENTED BY
Presenter Name

MODULES
6

EDITION
2026

02 | Course map

- 01 Time Management Masterclass
- 02 Presentation Skills Bootcamp
- 03 Excel for Everyday Analysis
- 04 Effective Communication at Work
- 05 Leadership Essentials for New Managers
- 06 Customer Service Excellence



01

TIME MANAGEMENT MASTERCLASS

KEY IDEA

Plan the week, protect focus, finish what matters

Module 1 · Time Management Masterclass

05 | What you will learn

- Set priorities with a simple matrix
- Plan a realistic week in 20 minutes
- Protect deep-focus time
- Say no without guilt

GROUND RULE

Bring your calendar and current to-do list.

06 | The case for change

2.1 h

daily time lost to
distractions

40%

of tasks are urgent but not
important

25 min

one focus block

Illustrative figures for discussion.

07 | The priority matrix

01

Do now

Urgent and important:
deadlines, crises.

02

Schedule

Important, not urgent:
growth, health.

03

Delegate or drop

Urgent but unimportant, or
neither.

08 | Weekly planning ritual

- | | | |
|----|---------------|--------------------------|
| 01 | Review | Look back at last week |
| 02 | Choose | Pick three big outcomes |
| 03 | Block | Put them in the calendar |
| 04 | Buffer | Leave 20% unplanned |

09 | Do this, not that

Do

- ✓ Plan tomorrow before you leave today
- ✓ Batch email twice a day
- ✓ Keep one task list

Avoid

- Starting the day in your inbox
- Multitasking in meetings
- Keeping tasks in your head

10

Try it: Plan your real week



Activity photo / worksheet

Build next week's plan from your actual to-do list.

Sort every task into the matrix, choose three outcomes, then block focus time. A partner checks that the plan is realistic.

11 | Practice checklist

Step	What good looks like	Self-check
Outcomes	Three, written as results	☐
Focus blocks	At least four a week	☐
Buffer	20% unplanned	☐
Review	Friday review booked	☐

Tick each item during the practice round.

12 | Workshop agenda

09:30

Kick-off

Where does time go?

11:00

Module 2

Weekly planning

10:00

Module 1

Priorities

12:00

Practice

Plan your week



Portrait image

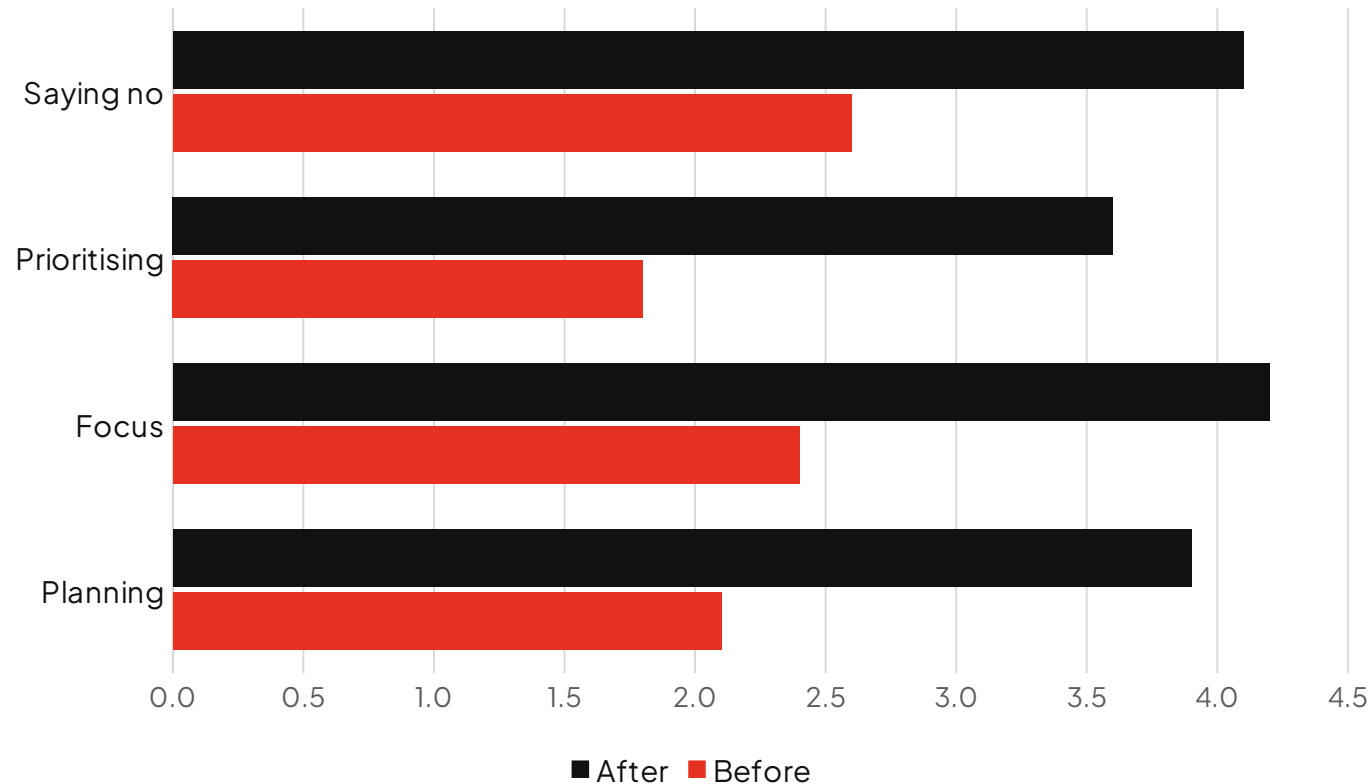
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What gets scheduled gets done.

— Workshop facilitator

14

Confidence before and after



Self-rated confidence on a 5-point scale (sample data).

Sample data for illustration — replace with your own figures.

15

Your 30-day action plan

01

Every Friday

Fifteen-minute weekly review.

02

Every morning

Two focus blocks before noon.

03

Every evening

Write tomorrow's top three.

16 | Key takeaways

- Important beats urgent
- Plan weekly, adjust daily
- Guard your focus blocks
- Done beats perfect



02

**PRESENTATION SKILLS
BOOTCAMP**

KEY IDEA

**Plan, design and
deliver talks people
remember**

19 | What you will learn

- Build a talk around one big idea
- Design simple, visual slides
- Speak with confidence and pace
- Handle questions gracefully

GROUND RULE

**Everyone presents
for two minutes
today.**

20 | The case for change

10 s

to win or lose attention

6

words per slide is plenty

3

points people remember

Illustrative figures for discussion.

21 | Plan the story

01

Hook

Open with a question, fact or story.

02

Three points

Each with one example.

03

Call to action

End with what you want them to do.

22 | Rehearse like a pro

01 **Outline** Story on one page

02 **Draft** Build slides last

03 **Rehearse** Out loud, three times

04 **Refine** Cut 20% of the words

23 | Do this, not that

Do

- ✓ Look at people, not slides
- ✓ Pause after key points
- ✓ One idea per slide

Avoid

- Reading your slides
- Apologising for nerves
- Rushing the ending

24 | Try it: Two-minute talk



Activity photo / worksheet

Present one idea in two minutes with three slides.

Prepare for fifteen minutes, then present to your table. Each listener gives one "keep" and one "try" note.

25 | Practice checklist

Step	What good looks like	Self-check
Hook	First 10 seconds land	☐
Structure	Three clear points	☐
Slides	Big text, few words	☐
Close	Clear call to action	☐

Tick each item during the practice round.

26 | Workshop agenda

10:00

Opening

Memorable talks

11:30

Module 2

Design and delivery

10:30

Module 1

Story

12:30

Practice

Two-minute talks



Portrait image

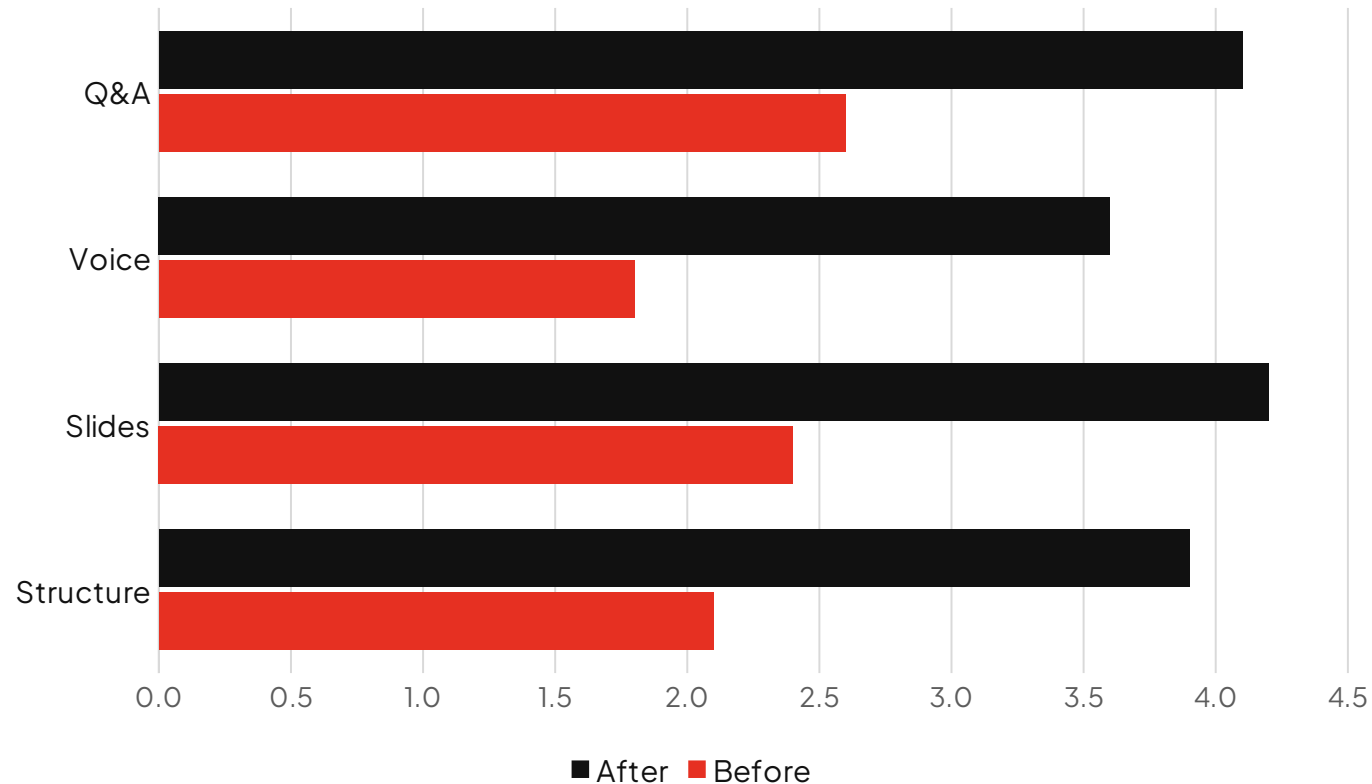
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*Make it simple. Make it
memorable. Make it yours.*

— Workshop facilitator

28

Confidence before and after



Self-rated confidence on a 5-point scale (sample data).

Sample data for illustration — replace with your own figures.

29 | Your 30-day action plan

01

Week 1

Record yourself once.

02

Week 2

Present at a team meeting.

03

Month 1

Volunteer for a bigger audience.

30 | Key takeaways

- One big idea
- Slides support you
- Rehearse out loud
- Finish strong



03

EXCEL FOR EVERYDAY ANALYSIS

KEY IDEA

Formulas, pivots and charts you will actually use

Module 3 · Excel for Everyday Analysis

33 | What you will learn

- Clean data quickly
- Use lookups and conditional formulas
- Summarise with pivot tables
- Build clear, honest charts

GROUND RULE

Bring a laptop with Excel or Google Sheets.

34 | The case for change

20

functions cover most
daily work

5 min

to build a pivot table

3 h

saved weekly by
automating reports

Illustrative figures for discussion.

35 | Must-know formulas

01

SUMIFS / COUNTIFS

Totals and counts with conditions.

02

XLOOKUP

Find values across tables.

03

IF / IFS

Logic and categories.

36 | From raw data to insight

- | | | |
|----|------------------|---------------------------|
| 01 | Clean | Trim, split, de-duplicate |
| 02 | Structure | Convert to a table |
| 03 | Summarise | Pivot by the right fields |
| 04 | Show | Chart one key message |

37 | Do this, not that

Do

- ✓ Keep raw data on its own sheet
- ✓ Use tables and named ranges
- ✓ Label every chart axis

Avoid

- Merged cells in data
- Hard-coded numbers in formulas
- 3D pie charts

38 | Try it: Build a sales dashboard



Activity photo / worksheet

Turn 500 rows of sample sales data into a one-page summary.

Clean the data, build two pivots (by region and by month) and one chart. Present your dashboard in two minutes.

39 | Practice checklist

Step	What good looks like	Self-check
Data	Formatted as a table	☐
Formulas	No hard-coded values	☐
Pivot	Totals reconcile	☐
Chart	Title, labels, one message	☐

Tick each item during the practice round.

40 | Workshop agenda

10:00

Warm-up

Spreadsheet habits



10:30

Module 1

Formulas

11:45

Module 2

Pivots and charts

13:00

Practice

Dashboard build



Portrait image

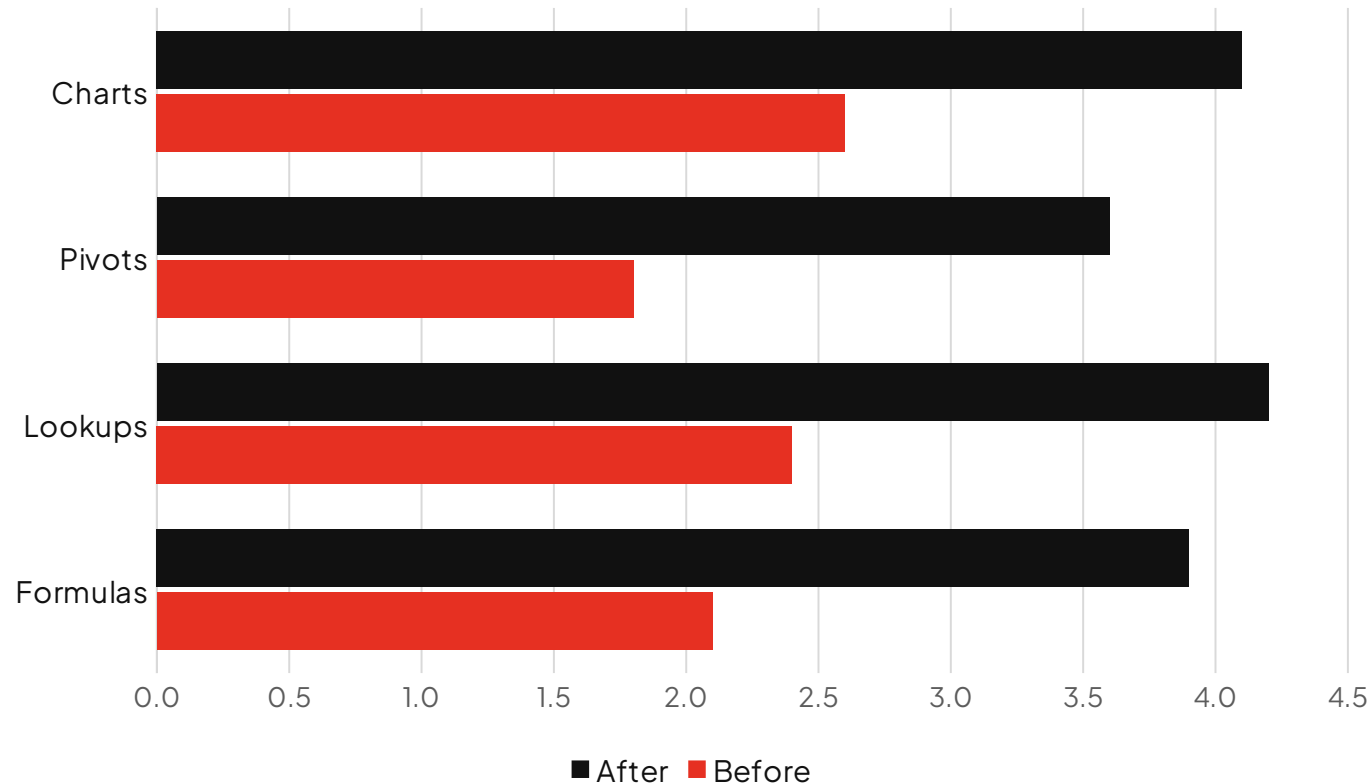
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*A good spreadsheet
answers a question before
anyone asks it.*

— Workshop facilitator

42

Confidence before and after



Self-rated confidence on a 5-point scale (sample data).

Sample data for illustration — replace with your own figures.

43 | Your 30-day action plan

01

Week 1

Replace one manual report with a pivot.

02

Week 2

Use XLOOKUP on real data.

03

Week 3–4

Build a team dashboard.

44 | Key takeaways

- Clean data first
- Tables, not ranges
- Pivot to summarise
- One chart, one message



04

EFFECTIVE COMMUNICATION AT WORK

KEY IDEA

**Speak clearly, listen
fully, write so people
act**

47 | What you will learn

- Structure a message so the point lands first
- Listen to understand, not to reply
- Write emails people read and act on
- Handle difficult conversations calmly

GROUND RULE

**Phones face down;
one conversation at
a time.**

48 | The case for change

60%

of meetings end without
clear owners

28 min

lost per day to unclear
emails

3x

faster decisions with a
written summary

Illustrative figures for discussion.

49 | The three Cs

01

Clear

One idea per message,
the ask up front.

02

Concise

Cut words that do not
change the meaning.

03

Considerate

Write for the reader's time
and context.

50 | Active listening in four steps

01	Pause	Give full attention
02	Paraphrase	Repeat back in your words
03	Probe	Ask one open question
04	Confirm	Agree what happens next

51 | Do this, not that

Do

- ✓ Lead with the decision you need
- ✓ Use names and dates
- ✓ Summarise in writing

Avoid

- Burying the ask in paragraph four
- Replying all by default
- Assuming silence means yes

52 | Try it: Rewrite the email



Activity photo / worksheet

Turn a 300–word email into five lines.

Work in pairs. Swap rewrites and score each other on clarity, tone and a clear ask. Share one before-and-after with the group.

53 | Practice checklist

Step	What good looks like	Self-check
Opening	The ask is in line one	☐
Body	Three points or fewer	☐
Close	Owner and date named	☐
Tone	Polite and direct	☐

Tick each item during the practice round.

54 | Workshop agenda

10:00

Warm-up

Why messages fail

11:30

Module 2

Active listening

10:30

Module 1

The three Cs

12:30

Practice

Role plays



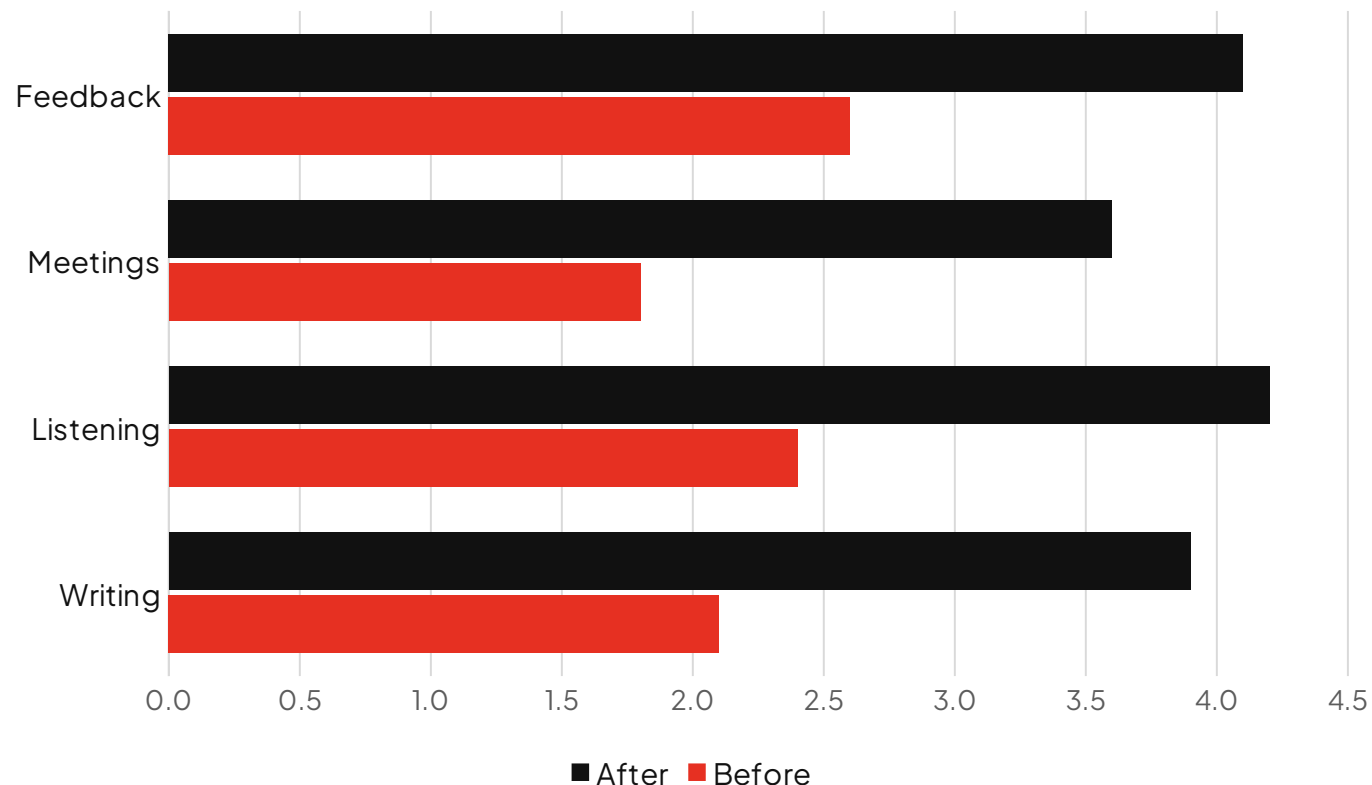
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*Say less, mean more, and
check that it landed.*

— Workshop facilitator

Confidence before and after



Self-rated confidence on a 5-point scale (sample data).

Sample data for illustration — replace with your own figures.

57 | Your 30-day action plan

01

Week 1

Rewrite three emails before sending.

02

Week 2

Paraphrase in every one-on-one.

03

Week 3–4

Send a summary after each meeting.

58 | Key takeaways

- Lead with the point
- Listen to understand
- Write it down and confirm
- Practise a little every day



Image

05

LEADERSHIP ESSENTIALS FOR NEW MANAGERS

KEY IDEA

From doing the work to leading the people who do it

Module 5 · Leadership Essentials for New Managers

61 | What you will learn

- Set clear expectations and goals
- Give feedback that helps people grow
- Run effective one-on-ones
- Delegate without losing control

GROUND RULE

**What is shared here
stays here.**

62 | The case for change

70%

of team engagement
depends on the manager

1 in 2

new managers get no
training

30 min

weekly one-on-one is
enough

Illustrative figures for discussion.

63 | Your new role

01

Direction

Make goals and priorities clear.

02

Development

Help each person grow.

03

Delivery

Remove blockers, track results.

64 | Feedback with SBI

- | | | |
|----|------------------|--------------------|
| 01 | Situation | When and where |
| 02 | Behaviour | What you observed |
| 03 | Impact | The effect it had |
| 04 | Next | Agree what changes |

65 | Do this, not that

Do

- ✓ Hold weekly one-on-ones
- ✓ Praise in public, correct in private
- ✓ Delegate outcomes, not tasks

Avoid

- Doing the work yourself
- Saving feedback for appraisals
- Managing everyone the same way

66

Try it: Feedback practice



Activity photo / worksheet

Give SBI feedback on a real situation.

In pairs, prepare one positive and one developmental piece of feedback. Deliver, then swap. Observers score clarity and kindness.

67 | Practice checklist

Step	What good looks like	Self-check
Goals	Three written goals each	☐
1:1s	Booked weekly	☐
Feedback	Given within a week	☐
Delegation	One task handed over	☐

Tick each item during the practice round.

68 | Workshop agenda

09:30

Opening

From player to coach

12:00

Module 2

Feedback

10:30

Module 1

Direction

14:00

Practice

Real scenarios



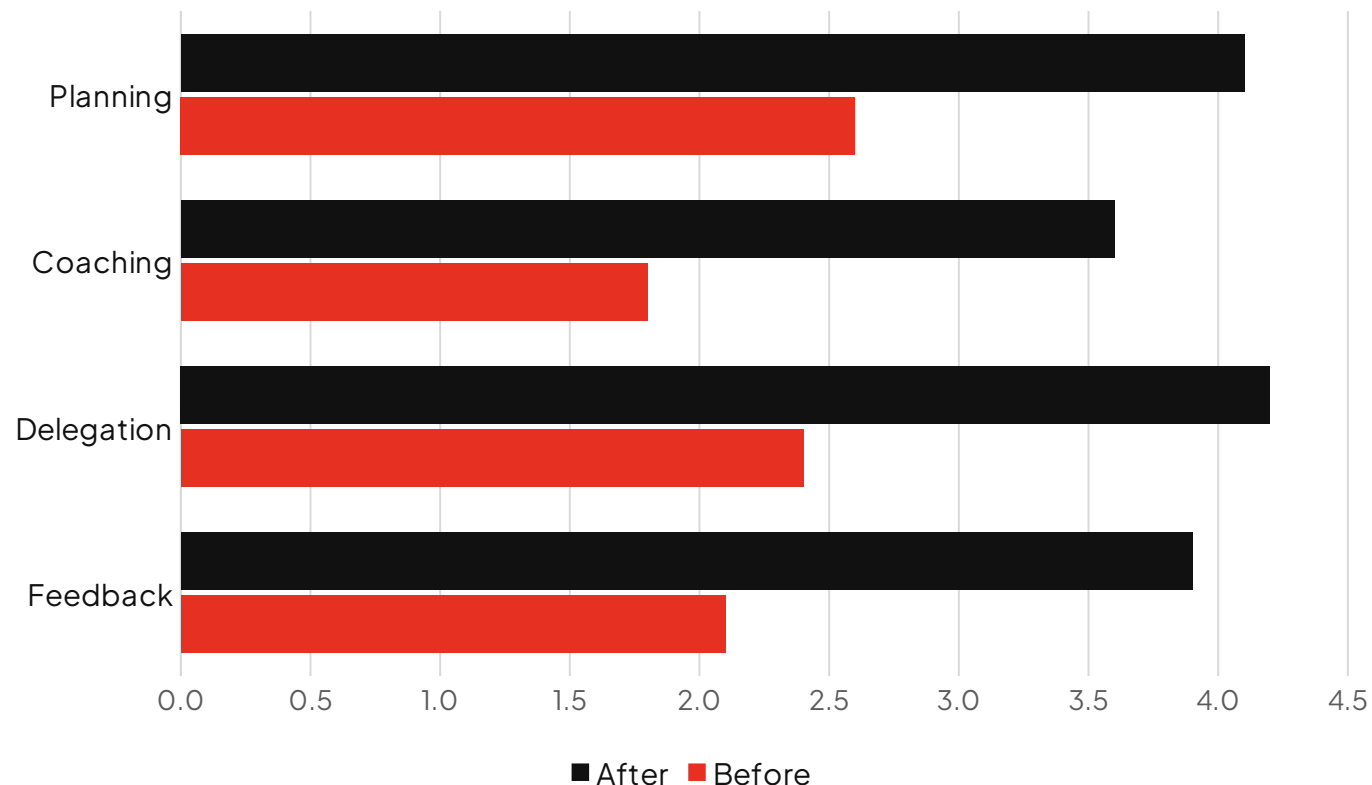
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“

Leadership is not about being in charge. It is about taking care of those in your charge.

— Workshop facilitator

Confidence before and after



Self-rated confidence on a 5-point scale (sample data).

Sample data for illustration — replace with your own figures.

Your 30-day action plan

01

Week 1

Book one-on-ones with everyone.

02

Week 2

Agree goals with each person.

03

Month 1

Delegate one meaningful task.

72 | Key takeaways

- Your team is your job now
- Clarity beats control
- Feedback is a gift
- Grow people, not just results



06

CUSTOMER SERVICE EXCELLENCE

KEY IDEA

**Turn every interaction
into a reason to come
back**

75 | What you will learn

- Resolve issues with the LEARN model
- Handle angry customers calmly
- Use positive, clear language
- Follow up so issues stay solved

GROUND RULE

Role plays are safe practice; mistakes welcome.

76 | The case for change

86%

would pay more for better service (illustrative)

1 in 3

leave after one bad experience

5x

cheaper to keep than win a customer

Illustrative figures for discussion.

What customers want

01

Speed

A quick, honest first response.

02

Empathy

Feeling heard and taken seriously.

03

Resolution

A fix, or a clear next step.

78 | The LEARN model

01	Listen	Let them finish
02	Empathise	Acknowledge the feeling
03	Apologise	Own the experience
04	Resolve	Fix it, then follow up

79 | Do this, not that

Do

- ✓ Use the customer's name
- ✓ Say what you will do and when
- ✓ Close the loop

Avoid

- "That's not my department"
- Blaming the system
- Promising what you cannot deliver

80

Try it: Difficult–customer role play



Activity photo / worksheet

Practise LEARN with three real scenarios.

In threes: customer, agent and observer. Rotate roles. The observer notes phrases that calmed or escalated the conversation.

81 | Practice checklist

Step	What good looks like	Self-check
Greeting	Warm, within 10 seconds	☐
Listening	No interruptions	☐
Language	Positive, no jargon	☐
Close	Next step and timeline	☐

Tick each item during the practice round.

82 | Workshop agenda

10:00

Welcome

What great service feels like



10:45

Module 1

Customer needs

11:30

Module 2

LEARN

12:30

Practice

Role plays



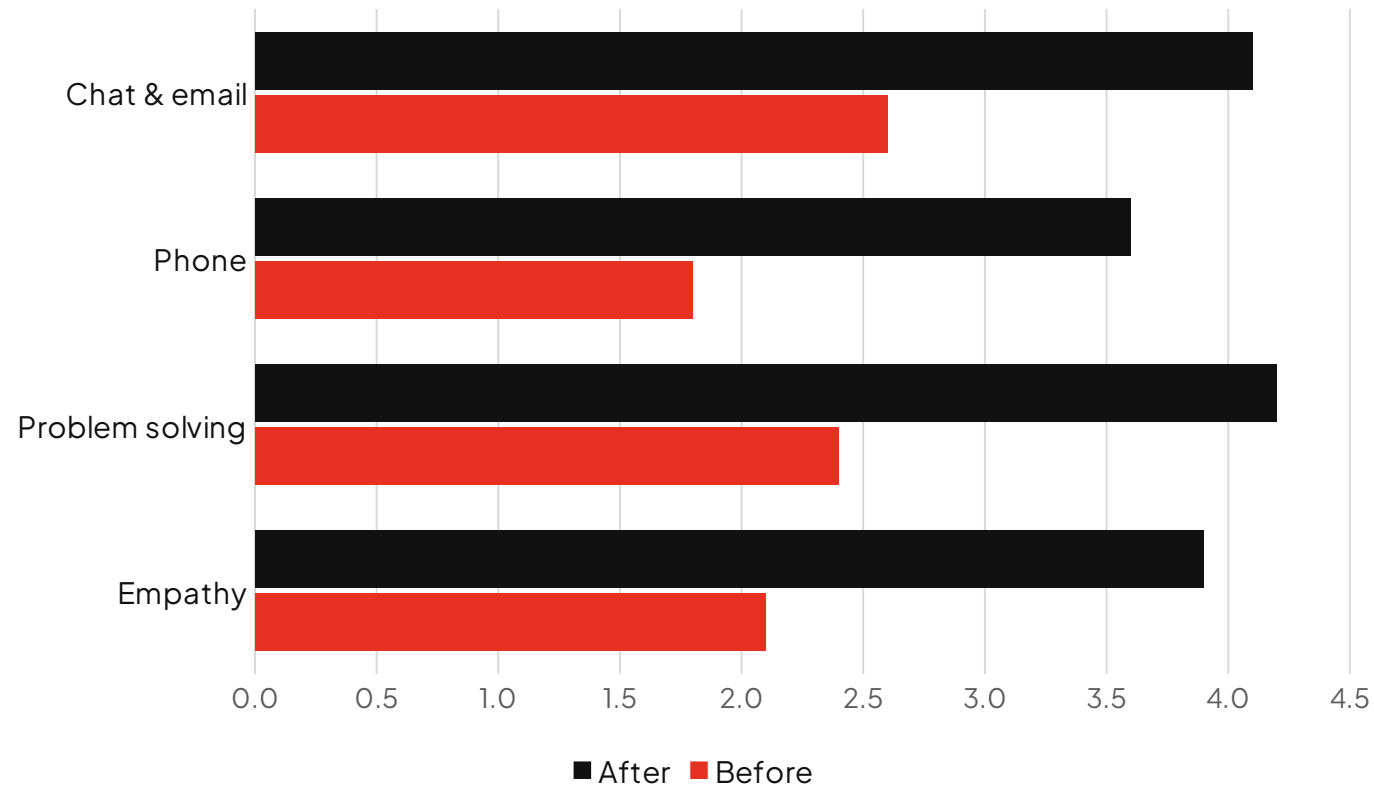
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“

*Service is not a department.
It is everyone's job.*

— Workshop facilitator

84 | Confidence before and after



Self-rated confidence on a 5-point scale (sample data).

Sample data for illustration — replace with your own figures.

85 | Your 30-day action plan

01

Daily

One extra-mile moment per shift.

02

Weekly

Share a customer story at huddle.

03

Monthly

Review feedback as a team.

86 | Key takeaways

- Listen first
- Own the problem
- Speak positively
- Always follow up



Image

Thank you

Questions and discussion.

Presenter Name

hello@yourdomain.in

