



CREST

TRAINING PROGRAMME

Workplace Skills Bootcamp

A complete multi-module training course

PRESENTED BY
Presenter Name

MODULES
6

EDITION
2026

Course map

01

**Effective Communication
at Work**

02

**Time Management
Masterclass**

03

**Customer Service
Excellence**

04

**Presentation Skills
Bootcamp**

05

**Excel for Everyday
Analysis**

06

**Leadership Essentials for
New Managers**

EFFECTIVE COMMUNICATION AT WORK

01



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

Module 1 • Effective Communication at Work

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.**

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.

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.

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

Do this, not that

Do

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

vs

Avoid

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

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.

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.

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

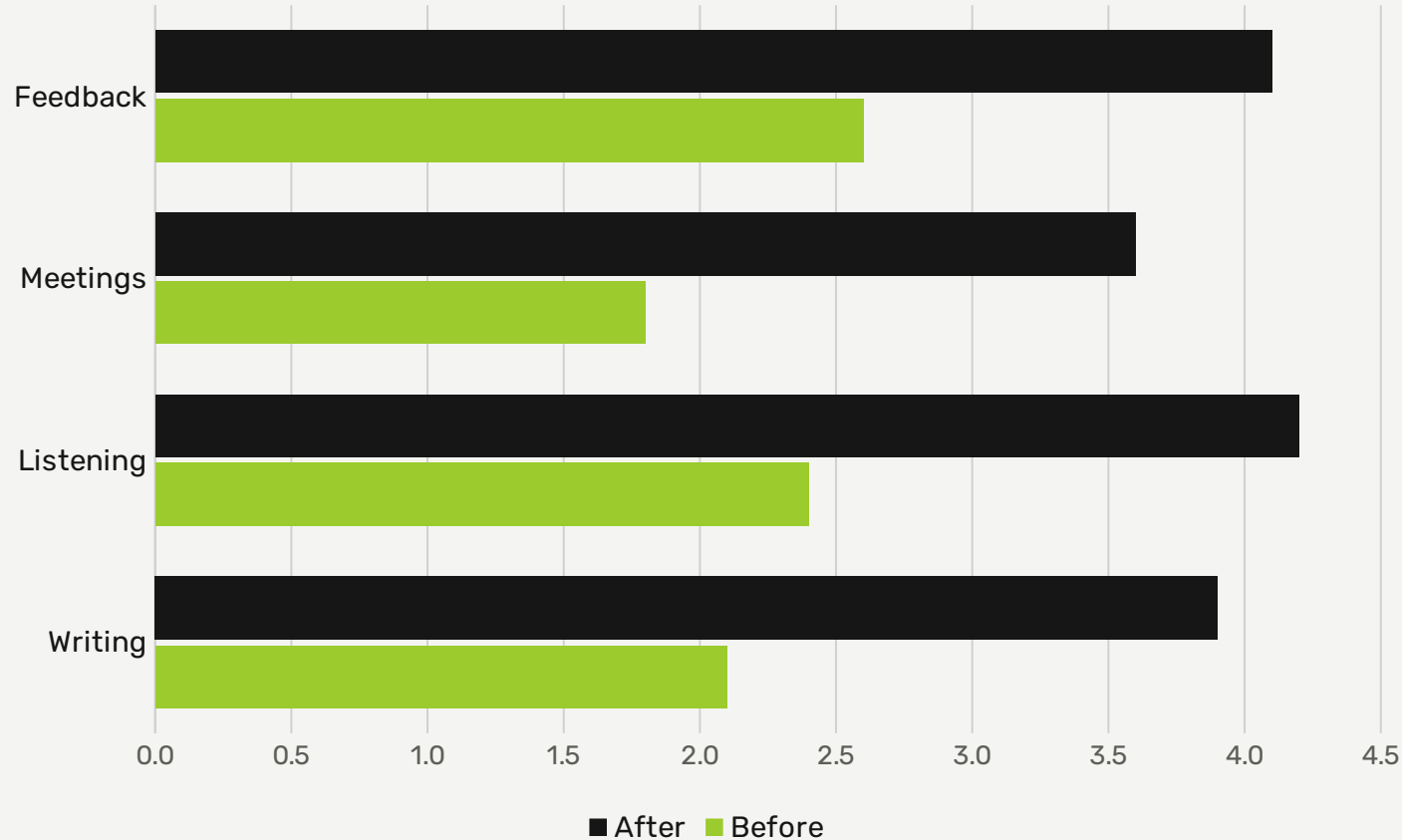
Role plays



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.

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.

Key takeaways

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



TIME MANAGEMENT MASTERCLASS

02



Plan the week, protect focus, finish what matters

Module 2 • Time Management Masterclass

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.

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.

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.

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

Do this, not that

Do

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

vs

Avoid

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

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.

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.

Workshop agenda

09:30

Kick-off

Where does time go?

11:00

Module 2

Weekly planning

10:00

Module 1

Priorities

12:00

Practice

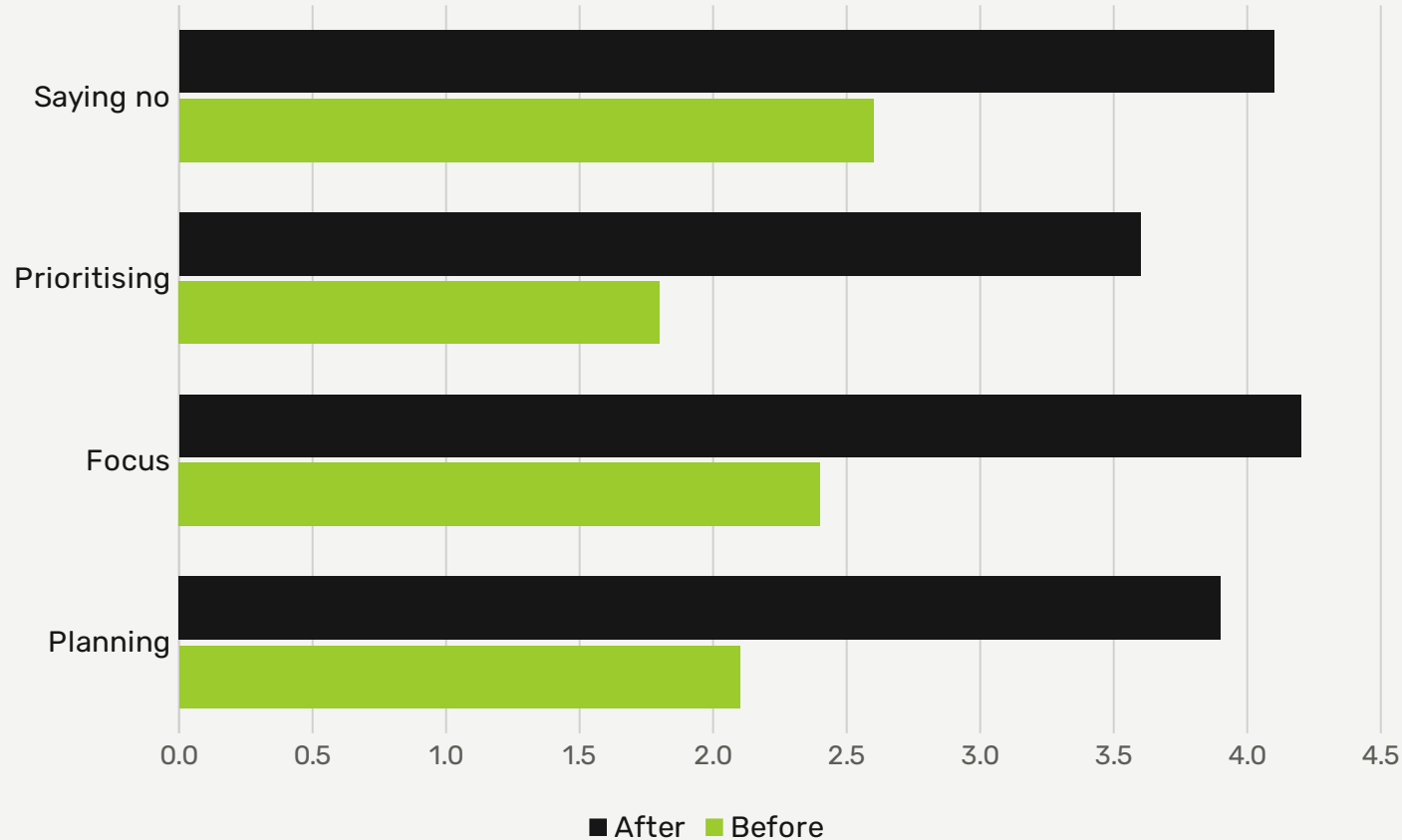
Plan your week



What gets scheduled gets done.

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

Every Friday

Fifteen-minute weekly review.

02

Every morning

Two focus blocks before noon.

03

Every evening

Write tomorrow's top three.

Key takeaways

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



Image

CUSTOMER SERVICE EXCELLENCE

03



Turn every interaction into a reason to come back

Module 3 • Customer Service Excellence

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.

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.

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

Do this, not that

Do

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

vs

Avoid

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

Try it: Difficult-customer role play

Practise LEARN with three real scenarios.



Activity photo / worksheet

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

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.

Workshop agenda

10:00

Welcome

What great service feels like

11:30

Module 2

LEARN

10:45

Module 1

Customer needs

12:30

Practice

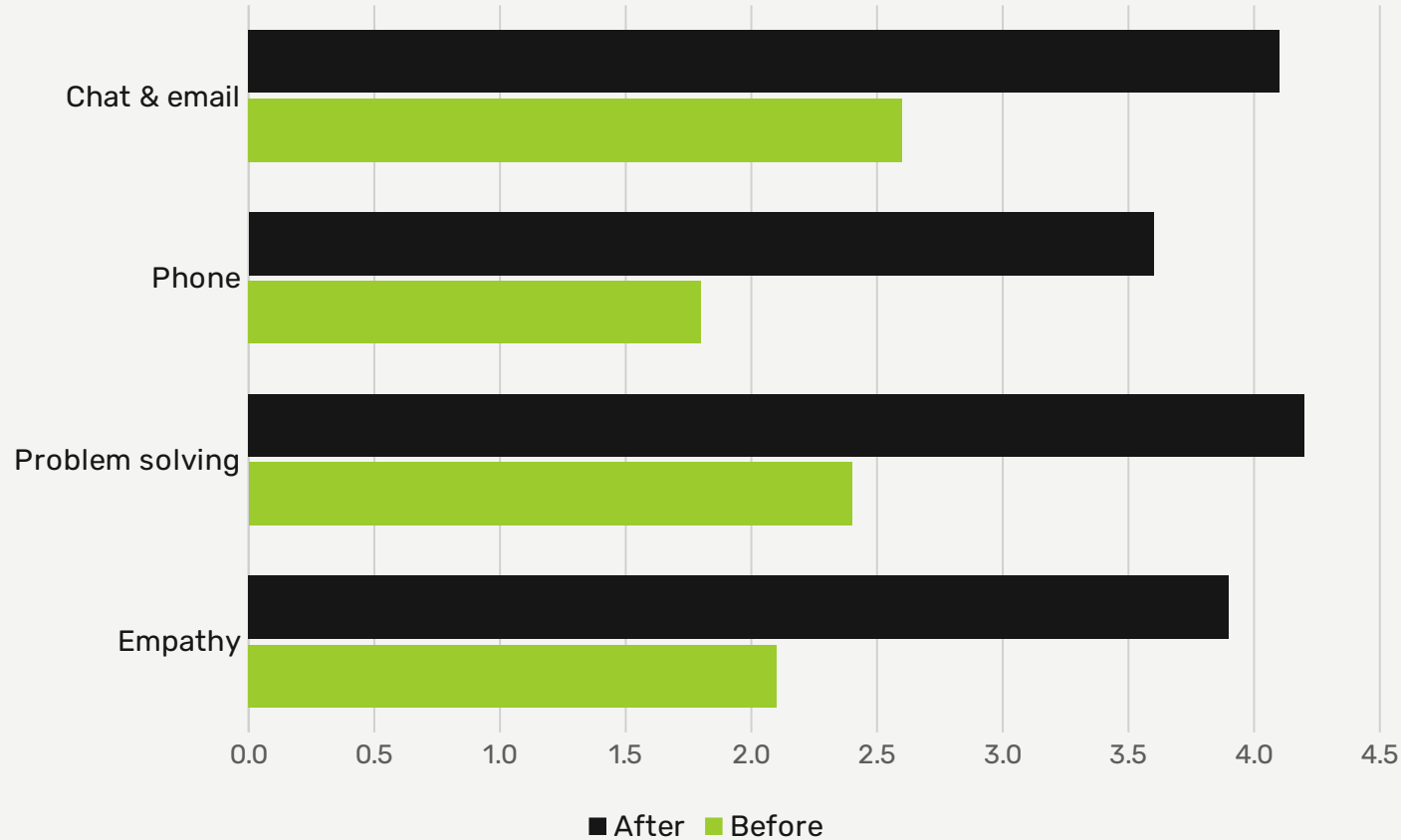
Role plays

//

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

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

Daily

One extra-mile moment per shift.

02

Weekly

Share a customer story at huddle.

03

Monthly

Review feedback as a team.

Key takeaways

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



Image

PRESENTATION SKILLS BOOTCAMP

04



Plan, design and deliver talks people remember

Module 4 • Presentation Skills Bootcamp

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.**

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.

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.

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

Do this, not that

Do

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

vs

Avoid

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

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.

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.

Workshop agenda

10:00

Opening

Memorable talks

11:30

Module 2

Design and delivery

10:30

Module 1

Story

12:30

Practice

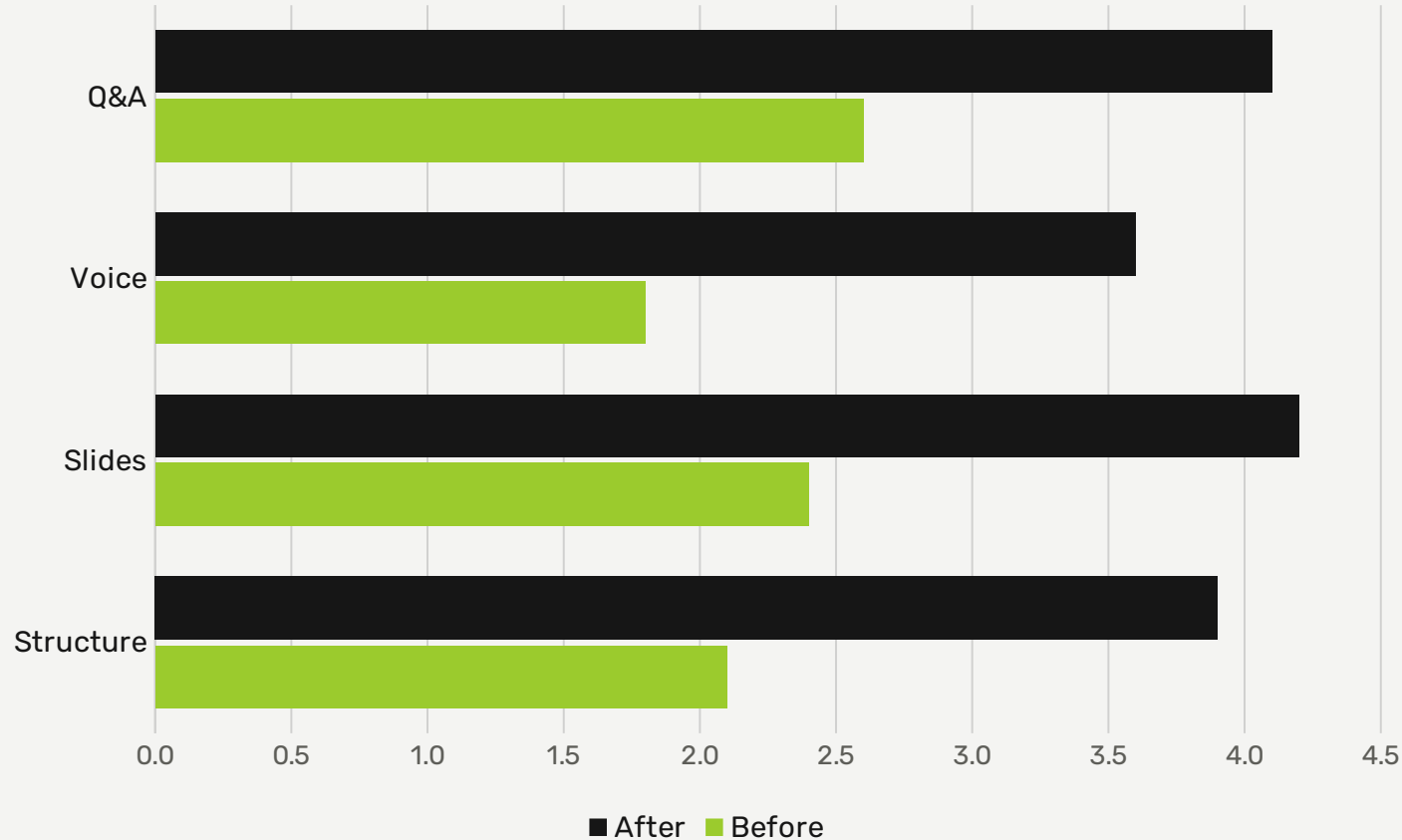
Two-minute talks



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

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

Record yourself once.

02

Week 2

Present at a team meeting.

03

Month 1

Volunteer for a bigger audience.

Key takeaways

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



EXCEL FOR EVERYDAY ANALYSIS

05



Formulas, pivots and charts you will actually use

Module 5 • Excel for Everyday Analysis

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.

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.

Must-know formulas

01

SUMIFS / COUNTIFS

Totals and counts with conditions.

02

XLOOKUP

Find values across tables.

03

IF / IFS

Logic and categories.

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

Do this, not that

Do

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

vs

Avoid

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

Try it: Build a sales dashboard

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.

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.

Workshop agenda

10:00

Warm-up

Spreadsheet habits

11:45

Module 2

Pivots and charts

10:30

Module 1

Formulas

13:00

Practice

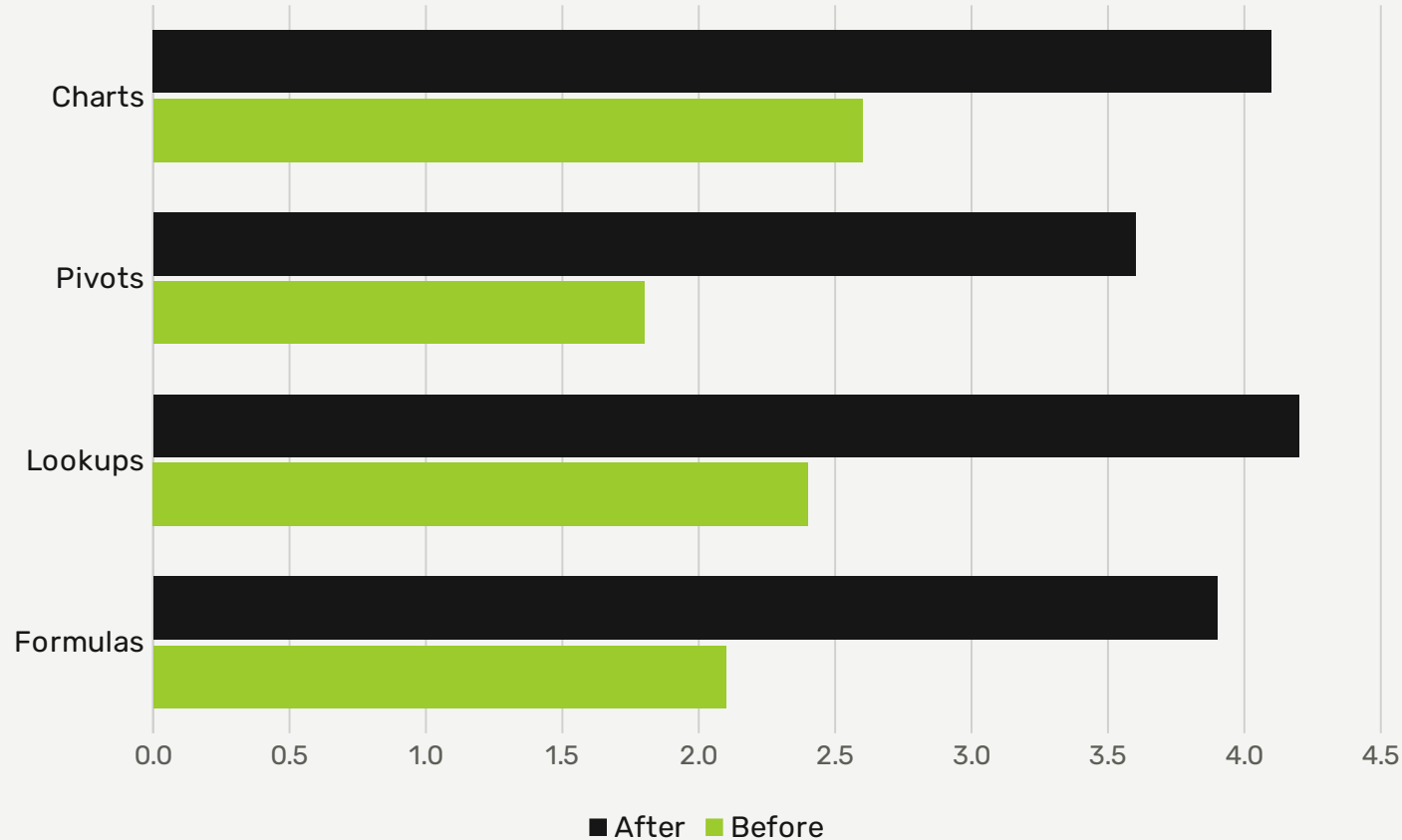
Dashboard build



A good spreadsheet answers a question before anyone asks it.

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

Replace one manual report with a pivot.

02

Week 2

Use XLOOKUP on real data.

03

Week 3-4

Build a team dashboard.

Key takeaways

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



LEADERSHIP ESSENTIALS FOR NEW MANAGERS





From doing the work to leading the people who do it

Module 6 • Leadership Essentials for New Managers

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.**

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.

Your new role

01

Direction

Make goals and priorities clear.

02

Development

Help each person grow.

03

Delivery

Remove blockers, track results.

Feedback with SBI

01

Situation

When and where

02

Behaviour

What you observed

03

Impact

The effect it had

04

Next

Agree what changes

Do this, not that

Do

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

vs

Avoid

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

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.

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.

Workshop agenda

09:30

Opening

From player to coach

12:00

Module 2

Feedback

10:30

Module 1

Direction

14:00

Practice

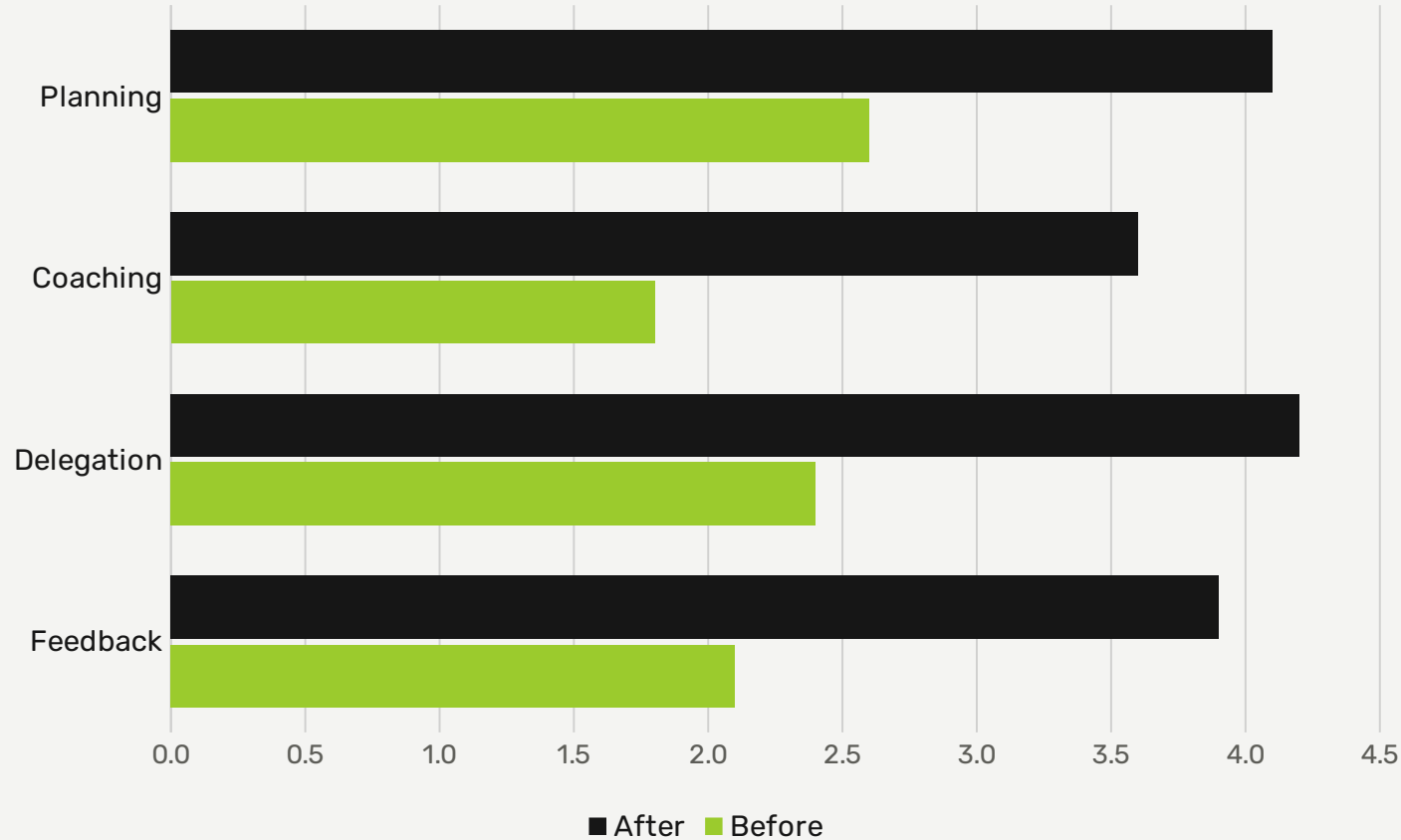
Real scenarios

//

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.

Key takeaways

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





Thank you

Questions and discussion.

Presenter Name • hello@yourdomain.in