

TRAINING PROGRAMME

Leadership Academy — Full Programme



Modules, activities and assessments

Presenter Name · 6 · 2026

Course map

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**Presentation Skills
Bootcamp**

02

**Leadership Essentials
for New Managers**

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Induction**

01

**PRESENTATION
SKILLS BOOTCAMP**

Plan, design and deliver talks people remember

Module 1 · 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

1

Hook

Open with a question, fact or story.

2

Three points

Each with one example.

3

Call to action

End with what you want them to do.

Rehearse like a pro



Outline

Story on one page



Draft

Build slides last



Rehearse

Out loud, three times



Refine

Cut 20% of the words

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

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

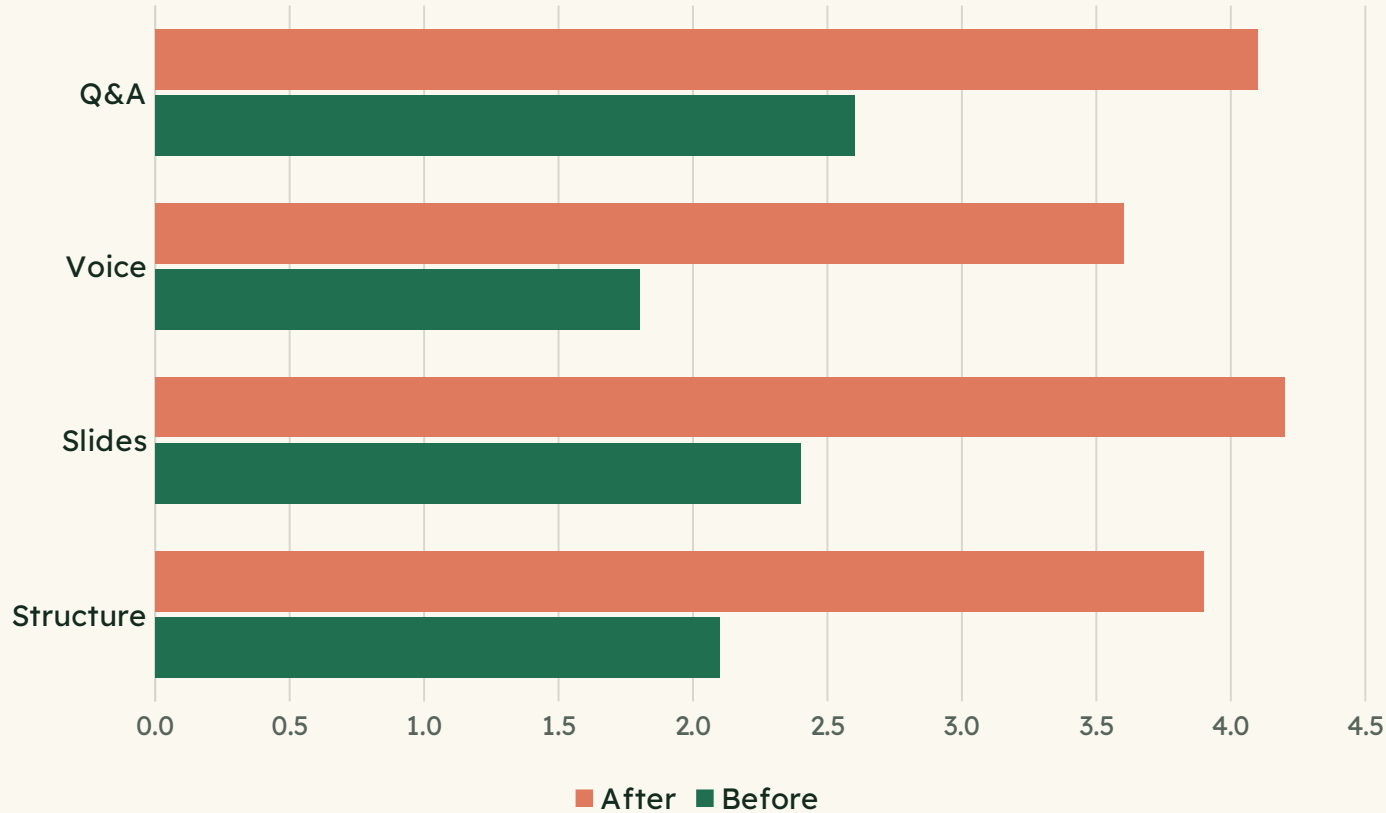


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Make it simple. Make it memorable.
Make it yours.

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

1

Week 1

Record yourself once.

2

Week 2

Present at a team meeting.

3

Month 1

Volunteer for a bigger audience.

Key takeaways

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

02

**LEADERSHIP
ESSENTIALS FOR NEW
MANAGERS**

From doing the work to leading the people who do it

Module 2 · 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

1

Direction

Make goals and priorities clear.

2

Development

Help each person grow.

3

Delivery

Remove blockers, track results.

Feedback with SBI



Situation

When and where



Behaviour

What you observed



Impact

The effect it had



Next

Agree what changes

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

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

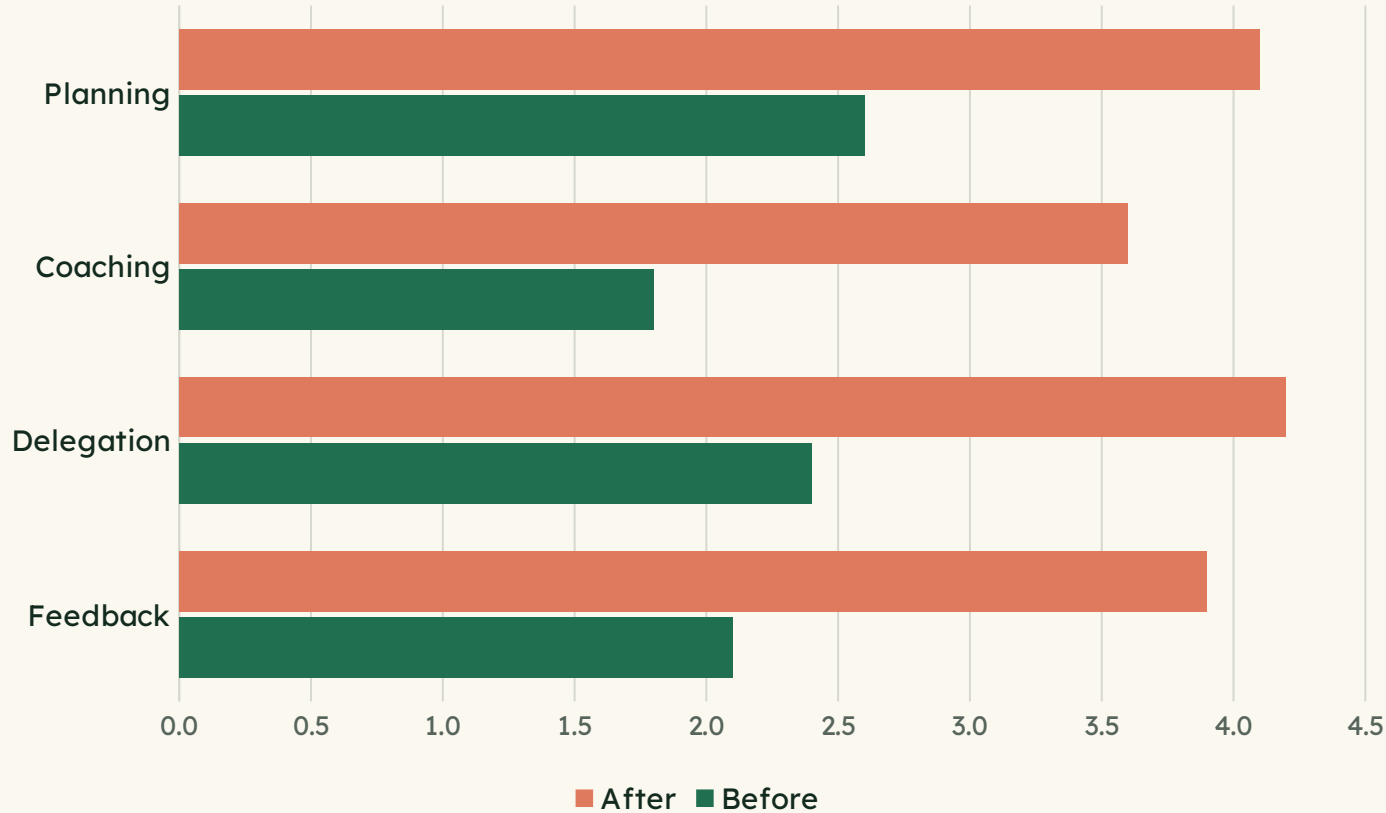


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Leadership is not about being in charge. It is about taking care of those in your charge.

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

1

Week 1

Book one-on-ones with everyone.

2

Week 2

Agree goals with each person.

3

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

03

**EXCEL FOR
EVERYDAY ANALYSIS**

Formulas, pivots and charts you will actually use

Module 3 · 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

1

SUMIFS / COUNTIFS

Totals and counts with conditions.

2

XLOOKUP

Find values across tables.

3

IF / IFS

Logic and categories.

From raw data to insight



Clean

Trim, split, de-duplicate



Structure

Convert to a table



Summarise

Pivot by the right fields



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

Avoid

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

Try it: Build a sales dashboard



Activity photo / worksheet

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

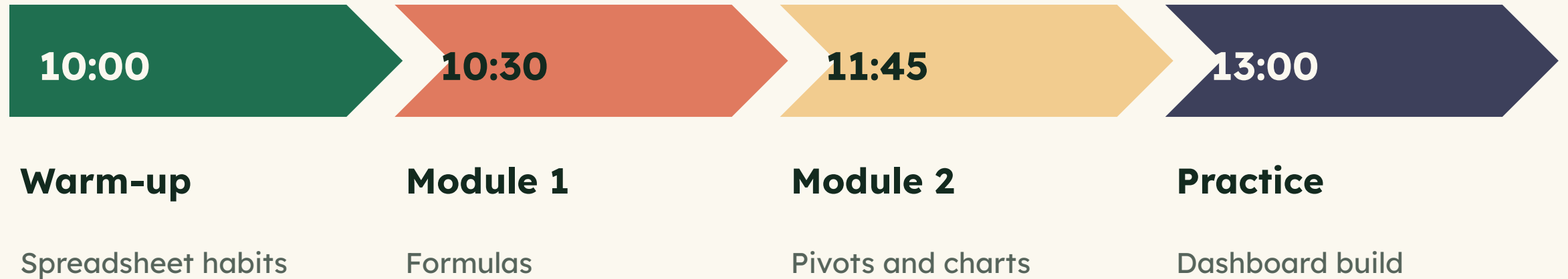
Clean the data, build two pivots (by region and by month) and one chart. Present your dashboard in two minutes.

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

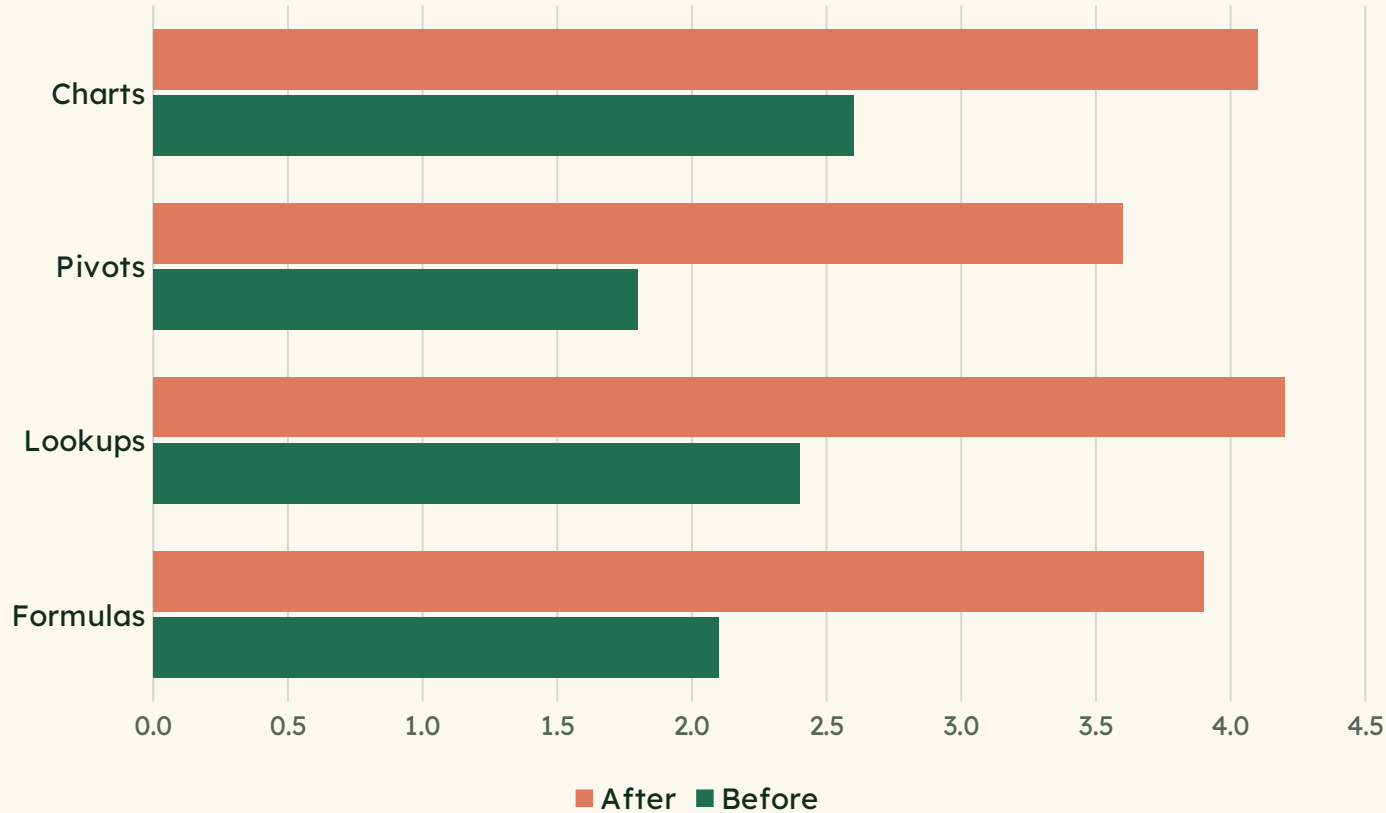


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A good spreadsheet answers a question before anyone asks it.

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

1

Week 1

Replace one manual report with a pivot.

2

Week 2

Use XLOOKUP on real data.

3

Week 3–4

Build a team dashboard.

Key takeaways

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

04

CUSTOMER SERVICE EXCELLENCE

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

Module 4 · 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

1

Speed

A quick, honest first response.

2

Empathy

Feeling heard and taken seriously.

3

Resolution

A fix, or a clear next step.

The LEARN model



Listen

Let them finish



Empathise

Acknowledge the feeling



Apologise

Own the experience



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

Avoid

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

Try it: Difficult-customer role play



Activity photo / worksheet

Practise LEARN with three real scenarios.

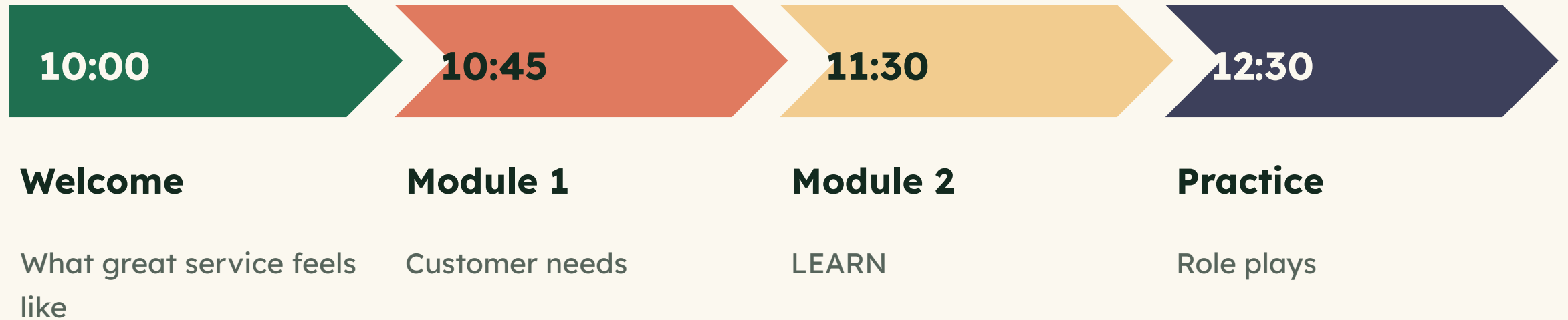
In threes: customer, agent and observer.
Rotate roles. The observer notes phrases that calmed or escalated the conversation.

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

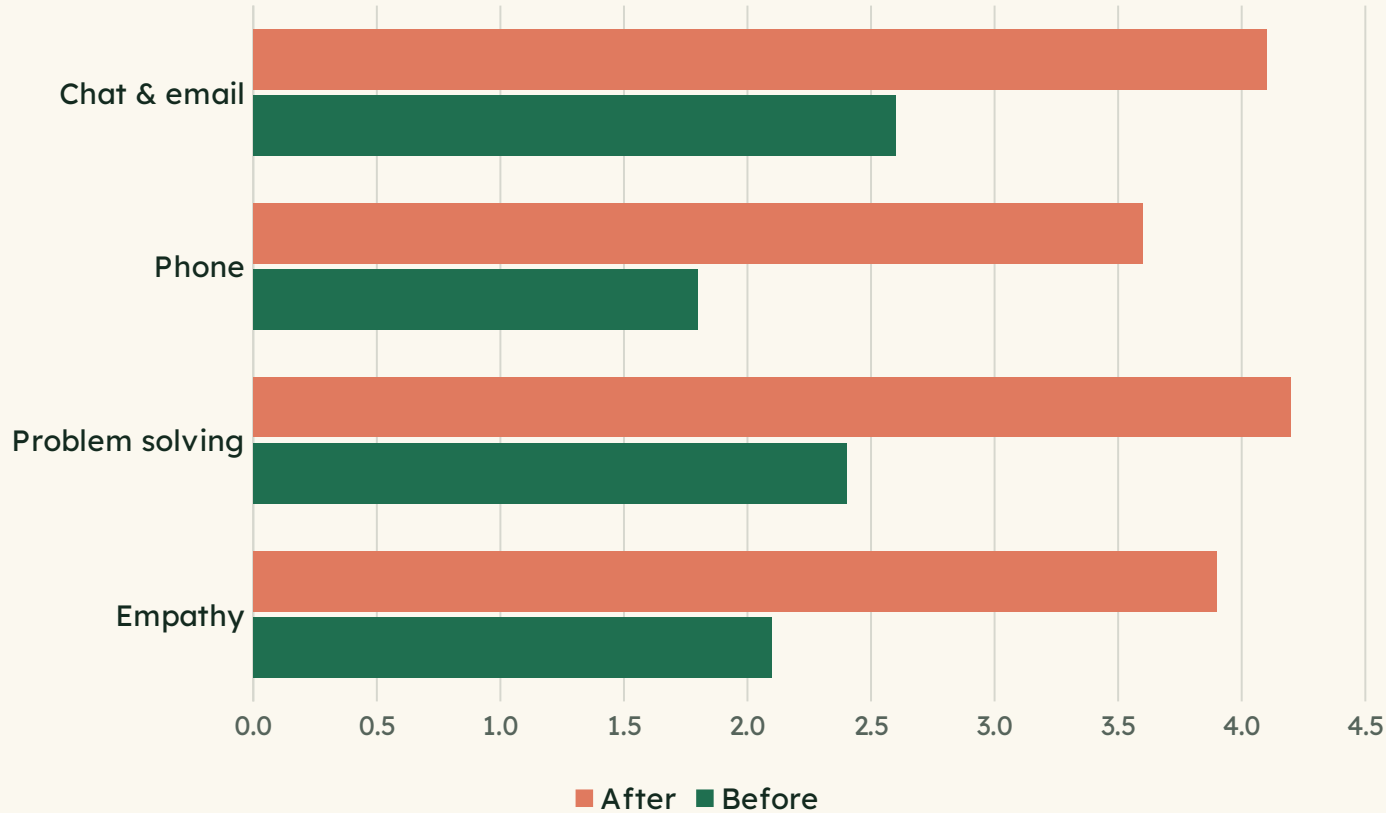


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Service is not a department. It is
everyone's job.

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

1

Daily

One extra-mile moment per shift.

2

Weekly

Share a customer story at huddle.

3

Monthly

Review feedback as a team.

Key takeaways

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

05

**TIME MANAGEMENT
MASTERCLASS**

Plan the week, protect focus, finish what matters

Module 5 · 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

1

Do now

Urgent and important:
deadlines, crises.

2

Schedule

Important, not urgent:
growth, health.

3

Delegate or drop

Urgent but unimportant,
or neither.

Weekly planning ritual



Review

Look back at last week



Choose

Pick three big outcomes



Block

Put them in the calendar



Buffer

Leave 20% unplanned

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

Try it: Plan your real week



Activity photo / worksheet

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

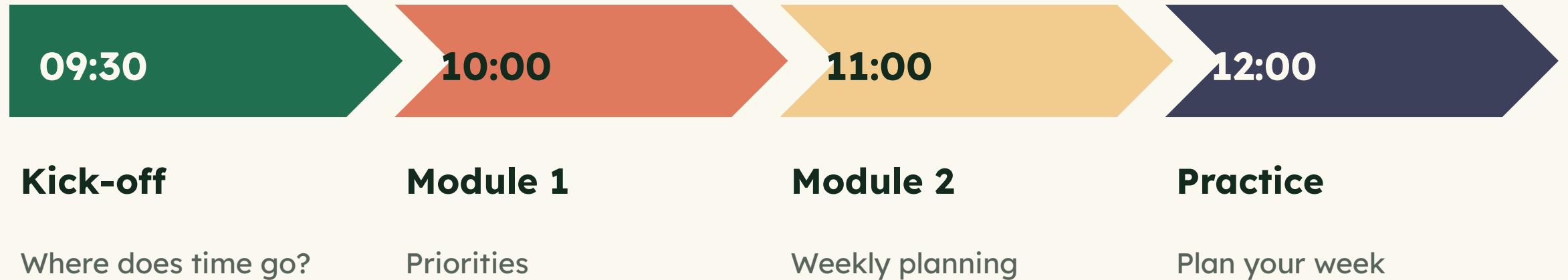
Sort every task into the matrix, choose three outcomes, then block focus time. A partner checks that the plan is realistic.

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

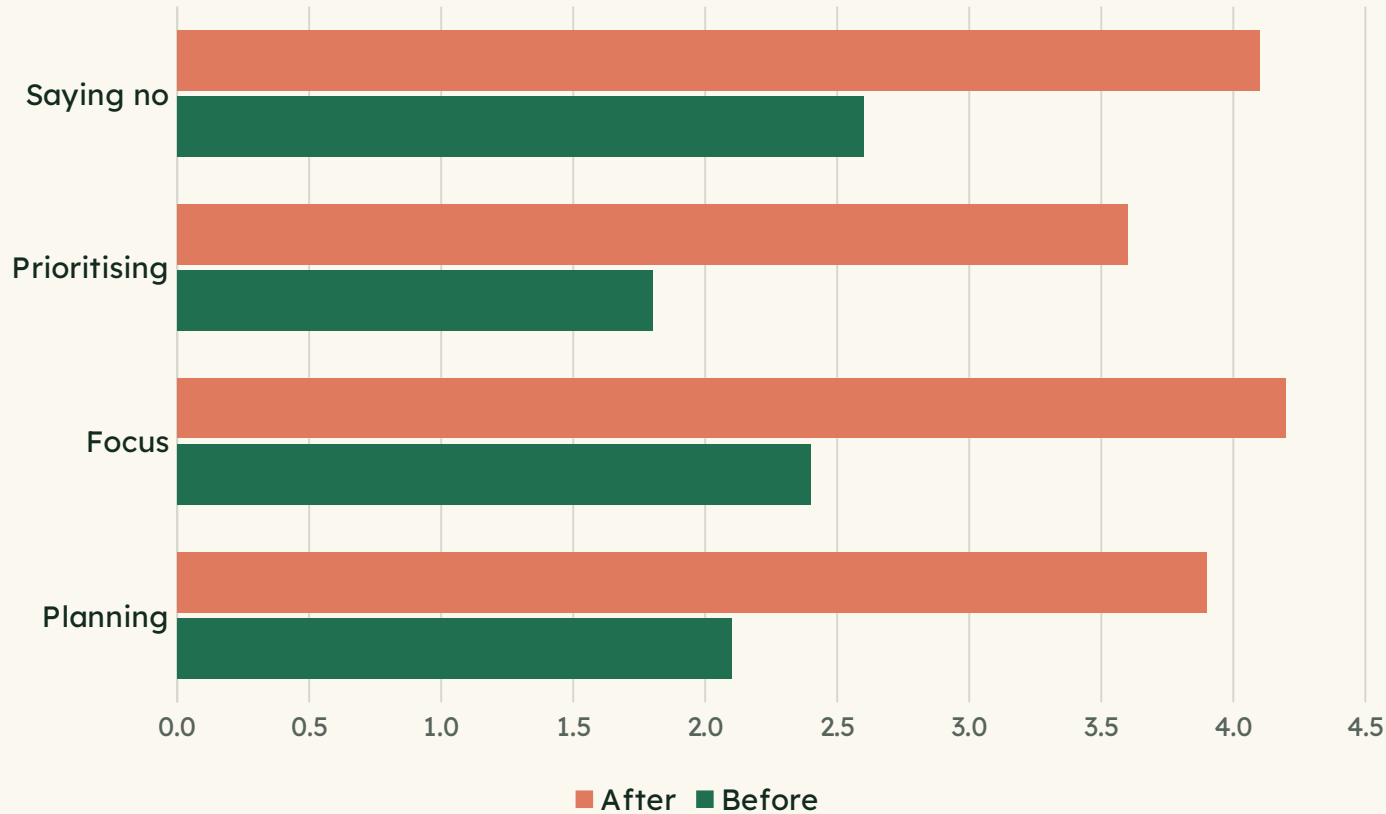


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What gets scheduled gets done.

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

1

Every Friday

Fifteen-minute weekly review.

2

Every morning

Two focus blocks before noon.

3

Every evening

Write tomorrow's top three.

Key takeaways

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

06

WORKPLACE SAFETY INDUCTION

**Know the hazards, follow
the rules, go home safe**

Module 6 · Workplace Safety Induction

What you will learn

- Identify common hazards on site
- Use PPE correctly every time
- Respond to fire and medical emergencies
- Report near-misses without fear

GROUND RULE

If in doubt, stop and ask.

The case for change

80%

of incidents involve
unsafe acts (illustrative)

0

harm is our only target

2 min

to report a near-miss

Illustrative figures for discussion.

Common hazards

1

Slips and trips

Wet floors, cables and clutter.

2

Machinery

Moving parts, guards and lock-out.

3

Electrical

Damaged cords and overloaded sockets.

In an emergency



Raise alarm

Shout and press the call point



Evacuate

Nearest marked exit



Assemble

Go to the assembly point



Report

Tell the warden you are safe

Do this, not that

Do

- ✓ Wear PPE in marked zones
- ✓ Keep walkways clear
- ✓ Report hazards at once

Avoid

- Removing machine guards
- Using lifts during a fire
- Ignoring a near-miss

Try it: Spot the hazards



Activity photo / worksheet

Find ten hazards in a workplace scene.

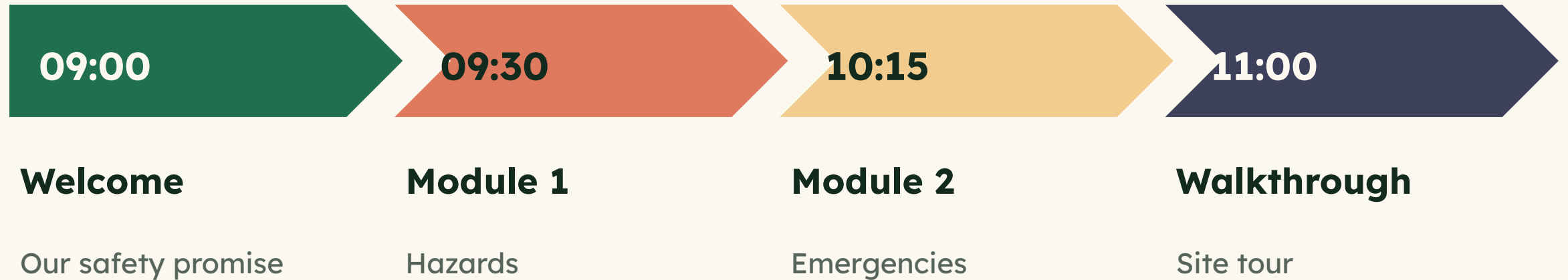
Teams get a printed scene. Circle every hazard, rate it low, medium or high, and suggest one control for each.

Practice checklist

Step	What good looks like	Self-check
PPE	Helmet, shoes, vest	☐
Exits	Know two routes out	☐
First aid	Know the nearest kit	☐
Reporting	Know how to log a near-miss	☐

Tick each item during the practice round.

Workshop agenda

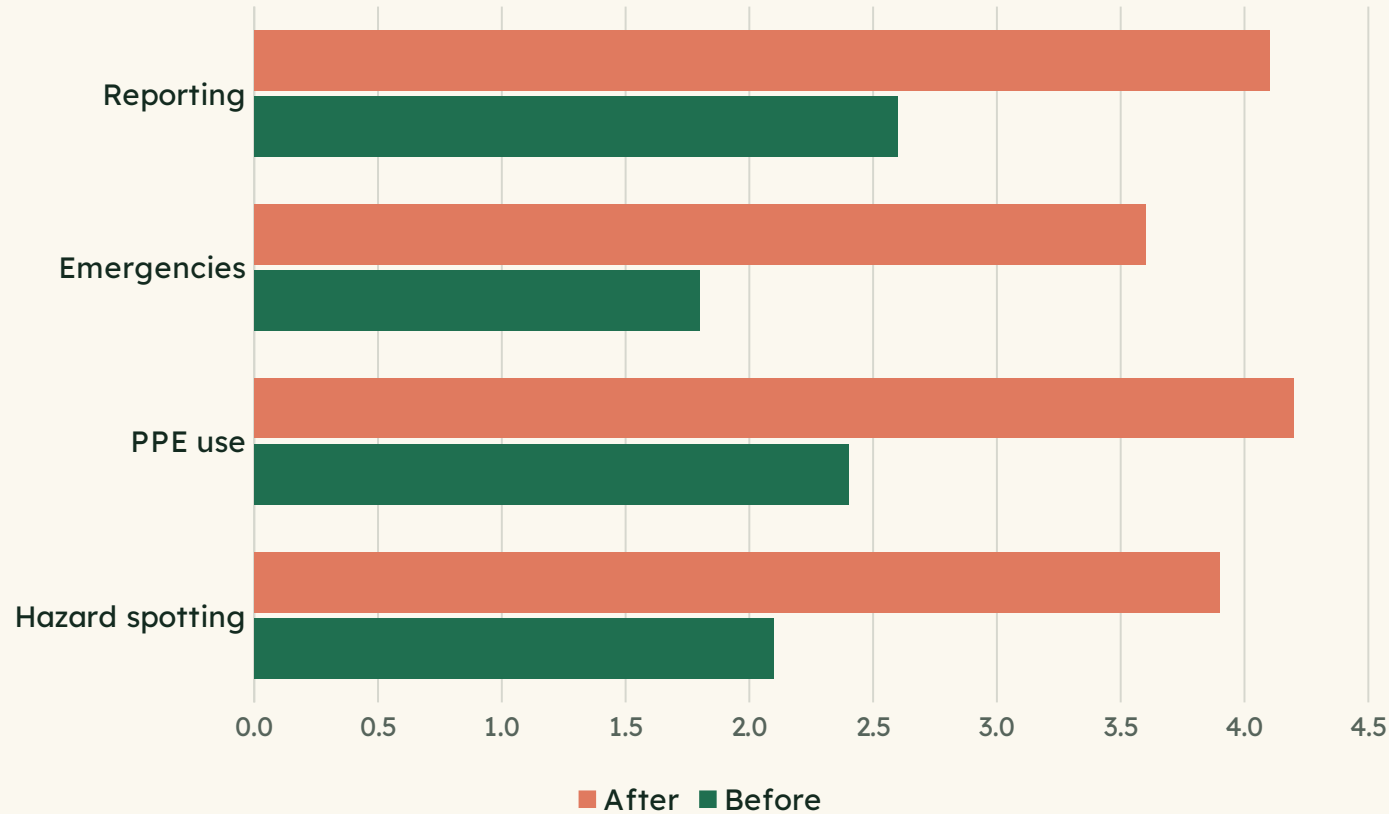


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Safety is a habit, not a poster.

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

1

Day 1

Site tour with your supervisor.

2

Week 1

Learn exits and assembly point.

3

Month 1

Log your first safety observation.

Key takeaways

- Stop if unsure
- PPE every time
- Know your exits
- Report everything

Thank you

Questions and discussion.

Presenter Name

hello@yourdomain.in

