

PROGRAM BROCHURE



INDRA PARTNERS

INTRODUCTION

Research(*) shows that organisations that aim for a culture of engagement and connectivity book 1,5 times more profit than their competitors.

Knowing the importance of engagement, we design all our trainings to connect the strengths of your employees with the business strategy of your organisation.

How ? In the following pages you receive a sample of our training offer. All trainings will be tailored to suit your specific business needs.

(*) [Gallup State of the Global Workplace 2013](#)





CUSTOMER CENTRIC BEHAVIOUR

Introduction

Let's face it: your customer is the reason your company exists.

Focus on what matters to you as a customer and zoom in on your company's mission. Find out how these two elements determine the relationship with your customer.

Learn to make a difference in your service even when facing challenging conversations.

This is a tailor-made training that evolves around interactive, realistic exercises and a follow-up program that enables you to obtain sustainable results.

Key take aways

- You have a thorough understanding of your customers.
- You know how to manage expectations and are able to turn set backs into opportunities to delight the customer.
- You are able to work in a highly efficient way with and within your team(s) to increase customer satisfaction.
- You are connected to your company's mission and know how to translate this to your customers.

PRE-WORK BY INDRA PARTNERS

Analysis and/or interviews of selected customers. Findings and feedback are used during the training to help participants connect more deeply to their customers.

Program

This one and half day program consists of two parts :

One day customer centric behaviour training followed by a half day workshop to deal with specific personal challenges.

1 DAY CUSTOMER CENTRIC TRAINING

Morning

- Explore your inner customer.
- Who are your customers ? Interactive exercise based on pre-work by Indra Partners.
- Practice active listening to connect to your customer.
- Link your company's mission to your customer's expectations.

Afternoon

Active practice around:

- How to be a leader to your customer.
- How to turn difficult situations into opportunities to get more customer satisfaction.

Wrap up

1/2 DAY WORKSHOP

- Participants discuss personal challenges: practice how to transform your challenge into a positive outcome.
- Fundamentals of peer coaching.
- Commitments.

Wrap up

SUGGESTED FOLLOW UP BY INDRA PARTNERS.

- Additional half day session to debrief on successes and challenges.
- Follow up on customer satisfaction with those customers who were analysed/ interviewed by Indra Partners previously (6 months later).



DISCOVERER: LEADERSHIP FOR NEW MANAGERS

Introduction

Are you a leader ? In this interactive program we explore the essence of what's needed to become an influential leader. How is 'leadership' defined in your organisation ? Learn to adapt your management style to a variety of situations and people. Get insight on the impact of your behaviour on others. Learn how to use this awareness to your benefit, as well of to the benefit of your team and your organisation.

Key take aways

- You know how to adapt your natural leadership style effectively according to the situation and the person.
- You are able to elevate your team towards excellence.
- You can link your team's performance to your organisations's mission, thus increasing meaning and motivation for your team members.
- You have learned to transform the engagement of your team into higher customer satisfaction.

Program

During 4 days, we examine different dimensions of leadership. Each dimension receives a short introduction based on well recognised leadership models. This theoretical foundation is immediately followed by group discussions, role plays and other interactive practice methods. This ensures that attendants are able to link their new insights to the professional reality straight away.

Keeping the training relevant in a concrete and practical way is indeed one of our top priorities. That is why each participant receives a 360° feedback assessment prior to attending the session. The results are debriefed with each one separately ahead of time so that we can address specific learning opportunities throughout the training.

To guarantee a productive group dynamic and to make sure that participants continue to build on their newly acquired know-how, we propose to organise

- day one and two in one block
- day three and four one month after resp. day two and three

DAY 1: DISCOVER THE LEADER IN YOU

- How is leadership defined in your organisation ?
- Discover your natural leadership style.
- Recognise the impact of your style on others.
- Learn to adapt to a variety of situations or personalities.

DAY2: BECOME A TRUE LEADER OF YOUR TEAM

- Transform a group of people into a real team: lead versus command.
- Make the most of your team members' talents.
- Encourage personal development in your team members.
- Turn difficult conversations into learning opportunities.

DAY 3: ACT AS A LEADER IN YOUR ORGANISATION

- Translate your company's strategy into concrete output for your team.
- Focus on results: goals and expectations.
- Delegate and support: give ownership to your team members.
- Promote your team: communicate effectively about your team's accomplishments.

DAY 4: BE A LEADER FOR YOUR CUSTOMER

- Understand your customers and know their expectations.
- Guarantee excellent service quality.
- Turn your team members into ambassadors for your organisation.

OPTIONAL

Following this training, we propose to continue with peer coaching to ensure that participants keep on learning from each other's experiences.

We advice participants to have another 360° feedback after 6 months to a year of the session in order to measure progress.



EXPLORER: LEADERSHIP FOR EXPERIENCED MANAGERS

Introduction

You are an experienced manager and you wish to sharpen your leadership skills. This workshop helps to intensify your personal impact on your organisation, to challenge your collaborators in a positive way and to take tough decisions in times of continuous change.

Key take aways

Following this program you will:

- use both intuition and rationality to take decisions.
- challenge collaborators in a positive way so they make full use of all their talents.
- drive change to impact your organisation.
- increase customer loyalty.

Program

We dedicate each day in this 4 day program to a specific theme. Leadership within the context of rapid change and complexity is at the heart of each module.

Keeping the training relevant in a concrete and practical way is indeed one of our top priorities. That is why each participant receives a 360° feedback assessment prior to attending the session. The results are debriefed with each one separately ahead of time so that we can address specific learning opportunities throughout the training.

DAY 1

DEALING WITH A CHANGING WORLD

- Intuition or rationality ?
- Making decisions in the face of uncertainty.

DAY 2

ENCOURAGE EACH TEAM MEMBER TO GROW

- Inspire and motivate.
- Build a framework that stimulates autonomy and responsibility.
- Offer challenging and realistic opportunities for growth to each collaborator.

DAY 3

INTENSIFY PERSONAL IMPACT ON YOUR ORGANISATION

- Give direction in complex, uncertain and rapidly changing situations.
- Drive change.
- Dare to take risks: don't be afraid to fail.

DAY 4

PUT YOURSELF AT YOUR CUSTOMER'S SERVICE

- Turn your team into a customer oriented service.
- Increase customer satisfaction through more autonomy for your team members.
- Keep strengthening the relationship with your customers.

OPTIONAL

Following this program, peer coaching allows participants to keep evolving thanks to their exchange of on the field experience.

We advice participants to take another 360° feedback 6 months to a year after the program. The results will show where their environment has noticed progress.



CHALLENGER: LEADERSHIP FOR SENIOR MANAGERS

Introduction

As a senior leader you are a role model for your organisation. Authenticity is what makes you stand out. In this workshop you learn how you can use your personal strengths more frequently and more efficiently.

Letting others shine and working on a positive company culture will take you and your organisation to higher levels.

Key take aways

- You know how to make a difference from the source that is uniquely yours.
- You are capable of making an authentic connection with your organisation's collaborators, despite time limitations.
- You are able to build a company culture that is based on trust, engagement and connectedness.
- You transmit to others the energy, the joy and the inspiration that you experience in your role of senior manager.

Program

Connect to yourself

MODULE 1: 2 DAYS

BE YOURSELF: BECOME AWARE OF YOUR OWN AUTHENTICITY

- Write your story: what has shaped you into the type of leader that you are today ?
- Choose your role models.
- Living according to your personal values: logical levels of Robert Dilts.
- Determine the corner stone of your leadership: what is your purpose ?

At the end of module 1, each participant will experience a 'micro-adventure'. The insights gained from this adventure will be integrated in the next step of the program and will offer unique opportunities for personal growth.

Connect to your team

LET OTHERS SHINE

- How do you create a connection with your collaborators, despite your time limitations ?
- Use techniques of authentic communication to see and be seen.

OPEN UP TO OTHERS - UPWARD FEEDBACK: 0,5 DAY

- How are you perceived by your collaborators, colleagues and customers ?
- Increase your impact through this insight.

Connect to your organisation

MODULE 2: 2 DAYS

CREATE A CULTURE OF TRUST AND RESPONSIBILITY

- Make optimal use of those elements that are at the root of a company culture.
- Build a culture that is connected to your organisation's mission.

RENEW, CHANGE AND IMPROVE

- Dare to use your imagination.
- Build an innovation network.
- Manage the unpredictable.

REALISE YOUR PURPOSE

- Translate your personal purpose and your organisation's mission into a story that you can share with all your collaborators.
- Build an action plan to carry out the learnings of this program.
- How will you share this experience with your staff?

OPTIONAL

Following this training, we propose to continue with peer coaching to ensure that participants keep on learning from each other's experiences.



HIGH PERFORMING TEAMS

Introduction

What is it about certain teams that makes being part of them both fun and efficient ? How can you use the diversity in your teams to your advantage ? Indra Partners goes beyond the classical 'team building' experience.

We examine the contribution of each individual and how this enhances the team's output. From there, we look at the interaction with the rest of the organisation.

Transform the energy in your teams into trust, joy and excellence !

Key takeaways

After this workshop you will:

- have insight in your own behavioural preferences and how you build a team.
- be able to take up various roles within a team.
- take part in a culture of ownership and responsibility within your team.
- have strengthened collaboration in your team thanks to clear communication and agreements.
- want to share the energy of your team with the rest of the organisation.

Program

This workshop consists out of 2 subsequent days. We combine your personal MBTI preferences with insights on how teams work.

We systematically combine practical exercises with an understanding of the various aspects needed to create an efficient team (trust, open communication, a common goal, positive energy...)

The manager is a determining factor for the team's success. This is the reason why we combine this workshop with targeted support and guidance for the manager.

PRIOR TO THE WORKSHOP

All participants fill out the MBTI questionnaire.

DAY 1

Confidence in yourself

- Discover your MBTI profile.
- Learn how others experience you and why this awareness is important.
- Which role(s) will you spontaneously take on in a team ?

Connect to your team

- ▶ The secrets of an efficient team.
- ▶ How is your team doing today ? The 'team barometer'.
- ▶ What do you and your team need in order to gain mutual trust?

DAY 2

- Dare to engage colleagues in a conversation around roles and responsibilities.
- Strengthen your team through positive feedback.
- Turn conflict and confrontation into a constructive conversation.

Getting results together - for the organisation and for the customer

- Together, determine your team's objectives.
- Analyse how you communicate and make decisions as a team.
- Get energy out of engagement and connectivity.
- Create an open attitude for your team.

Wrap up: work out an action plan in which you determine how the entire organisation will partake in the energy and success of your team.

BEYOND FEEDBACK

Introduction

Learn to turn feedback into a performance enhancing conversation. Be able to have a respectful dialogue about difficult topics and to give more impact to your positive message. Motivate individuals and/or teams through the way you connect with them.

In this one day workshop you will practice the art of remaining authentic and connected during feedback conversations, no matter how challenging they may be.

The day is followed by further support/coaching from Indra Partners.

Your key take aways

- You are able to turn any feedback exchange into an opportunity to learn from your conversations and to get better results, be it one-one-one or in/with teams.
- You know how to invite feedback and how to make the most of the feedback you receive.
- You master the art of communicating effectively when faced with different communication styles.

Program

ONE DAY WORKSHOP

Morning

- From 'feedback' to performance enhancing conversations.
- Explore the meaning of feedback and the impact of non-verbal communication.
- Practice active listening.
- Exchange around feedback in your company culture: what works and what doesn't work.
- Learn the key notions for effective communication.

Afternoon

Active practice:

- One-on-one dialogue.
- Feedback exchange with customers (internal/external customers).
- Adapting to different communication styles.

Make commitments and wrap up.

Follow up by Indra Partners one month after the session.



INFLUENCING OTHERS

Introduction

If you wish to influence others, you need to build trust fast. The core is finding out what really matters to them and adapting your behaviour accordingly. This workshop is based on Robert Cialdini's 6 principles of influence. You practice how to recognise and deal with (non) verbal resistance. You also learn how you can use this resistance to strengthen your own proposal. The interactive nature of this workshop, with plenty of room for role plays, will bring your influencing skills to a whole new level.

Key take aways

Following this workshop you will:

- have gained insight in the psychological mechanisms that influence our behaviour.
- be able to apply this knowledge to increase your influencing skills.
- know how to build trust quickly thanks to the awareness of the effect of your behaviour on others.
- recognise and integrate emotions.
- transform resistance into a positive outcome for all parties concerned.

Program

This is a two-day interactive program where the theoretical part has been reduced to a minimum. Principles, methods and techniques are quickly put into practice with exercises and role plays.

There is a two-week time laps in between the two sessions of this program so that participants can put their newly acquired skills to the test in a real-life case.

On day two, we use this real-life case to practice further. One of our methods is a role play with a professional actor.

DAY 1

INTRODUCTION: INFLUENCING: WHO ? WHAT ? WHY ? WHEN ? HOW ?

- What are your biggest challenges today ?
- The influencing process: conscious and unconscious factors at play.
- Robert Cialdini's 6 principles of influence: practical examples.

Connect to yourself

KNOW WHAT YOU WANT

- Results-oriented thinking: turn your message into a positive story.
- Exude confidence: when are you convinced of your own message ?
- Use your personal strengths: be aware of your natural communication style and use it to your advantage.

Connect to the others:

PUT YOURSELF IN THEIR SHOES

- Recognise their expectations: another view on reality.
- Build trust: how to meet the others without neglecting your own needs ?

PREPARE

- Build your argumentation.
- Prevent resistance.

At the end of day one, you build your own case. In between 2 sessions, you try to convince others while applying the newly acquired skills.



INFLUENCING OTHERS (CONT.)

DAY 2

Day 2 is pure practice. Participants exchange experiences and get the opportunity to put various situations into practice with a professional actor.

LEARN OUT OF SUCCESS AND OUT OF FAILURE

- How did it go ?
- What would you have done differently ?

TAKE THE OTHER SIDE INTO ACCOUNT

- Recognise the effect of your attitude and behaviour on others.
- Notice unspoken signals.
- How to adapt your argumentation to unexpected reactions.

EMOTIONS AND CONFLICTS: LET THEM IN

- When do you get emotional ?
- How do you react to emotions and difficult behaviour ?
- How do you respond when your proposal has been rejected ?

Increase your influence on your organisation

PLAY THE GAME.

- The difference between influencing and manipulation.
- Power and how to handle it: the reality of politics.
- Develop your political skills.

Prepare for the next step: action plan and commitment.

PUBLIC SPEAKING

Introduction

For many people, public speaking is more frightening than death.(*)
Indra Partners not only helps you to overcome that fear, we guarantee that your next speech will engage your audience. Our workshop is based on 3 elements: think, tailor and tell.

In this very practical workshop you work on your own presentation, you get direct feedback, and we take you from the very start – gathering your first ideas – to the finish – mastering your body language and dealing with a challenging audience.

(*) [Psychology Today](#)

Key take aways

- You know how to structure your message for the target audience.
- You are able to build a compelling story and support it with strong visuals.
- You can make a connection with your audience in an engaging way.

Program

Since individual feedback is an integral part of this workshop, the number of participants per session is limited to 6.

PRE-WORK

All participants will be asked to choose a topic to present. This will be used as a common thread throughout the workshop.



PUBLIC SPEAKING (CONT.)

DAY 1

Connect with yourself

THINK: WHAT WILL BE YOUR KEY MESSAGE ?

Basics of pyramid thinking

- Start with your conclusion.
- Group your supporting arguments and ideas.
- Create a logical order.

Connect with others

TAILOR YOUR MESSAGE TOWARDS YOUR AUDIENCE

Connect with your audience

- Find out who your audience is and why they want to listen to you.
- Define the key elements you want your audience to remember.

Connect with your story

- What do you need in order to make a good story?
- Crafting your own story - authentic storytelling.

Design your support material

- Choosing the right support for your message.
- Basics of a strong powerpoint presentation.

At the end of this day, participants are asked to prepare a short, 15 minutes, presentation about their chosen topic. They receive a support kit with additional tips and tricks on how to structure a message, how to draft a storyline and how to create attractive slides.

During the next two sessions participants present their own material.

DAY 2 (HALF DAY) AND DAY 3 (HALF DAY)

TELL YOUR STORY

There are 2 "Tell" sessions, each session lasting 1/2 day.

During each session, all participants present their material and receive immediate feedback.

TELL YOUR STORY - SESSION 1

After presenting your story you receive immediate feedback.

- Did your message come across ?
- Did the visuals support your story ?
- Did you make a connection with your audience ?

In preparation for the next session, you are introduced to the fundamentals of non-verbal communication.

- How do you stand in front of an audience, how do you move, where do you put your hands ?
- The importance of eye contact, smile...
- How to control your nerves.

TELL YOUR STORY - SESSION 2

After presenting your story you receive immediate feedback:

- about your non-verbal communication.
- about the way you dealt with questions, remarks, difficult members in the audience.

The final part of the workshop prepares you to be able to improvise in unexpected situations.

Wrap up & feedback

After the workshop all participants may call upon Indra Partners for individual coaching and support on an as - need basis.



DIVERSITY & INCLUSION

Introduction

Diversity brings creativity, innovation and a better connection to your customers.

Indra Partners creates a tailor made D&I program or helps accelerate the results of your existing program.

We deliver the trainings that help your company leverage on the strength that diversity brings.

PRE-WORK BY INDRA PARTNERS

We meet with your Leadership to define what the current D&I picture looks like in your company.

We analyse the data and look at your goals. Based on these findings, we build an action plan and design targeted training sessions. Throughout, we involve your company's Leadership and staff to drive your D&I progress.

Results

- You are aware where you stand in terms of D&I for your company and know what goals are realistic yet ambitious.
- You obtain a detailed analysis of specific opportunities and challenges.
- You are able to roll out a customised D&I program and know how to measure progress.
- You connect your D&I actions to employees and customers in order to increase engagement from both angles.

Your key take aways following the D&I workshops

- You are aware of the different aspects of Diversity and Inclusion and its importance internally and externally (customers).
- You understand the D&I mission of your company and know how to bring it alive in your work environment.

- You have learned the basics of the legal setting in your country or the scope of countries in which you work.
- You are aware of Unconscious Bias and have learned how to respond to it.
- You are able to act as a D&I ambassador.

Approach

Indra Partners works with executives and HR professionals first as they set the standard for D&I and need to support its initiatives. This foundation is followed by awareness sessions and workshops for all managers and staff.

SAMPLE OF 1 DAY AWARENESS PROGRAM

Morning

- What is D&I and why is it important to this company ?
- Personal exploration of D&I: who am I ? How do I relate to Diversity and Inclusion? Exchange of personal experience.
- Unconscious bias.
- How does D&I impact the relationship with our customers?

Afternoon

The afternoon zooms in on those aspects of diversity that you would like to focus on first.

Examples are: Gender, Age, Race, Physical Attributes, Sexual Orientation ...

Wrap up.

OPTIONAL:

Follow up and coaching of Indra Partners with D&I champions/leaders in your company on a 3 monthly basis in order to ensure progress.

WHY CHOOSE INDRA PARTNERS?



Indra Partners helps organisations succeed through building a culture of engagement. We do this by offering learning and development activities that connect four levels: the individual, the team, the organisation and the customer.

We strongly believe that stimulating interconnectivity increases the efficiency of each level.

The resulting engagement is the fuel that drives the organisation forward.



Indra Partners has been founded by Katrien Van Eetvelde en Joris Celis. Together they have more than 20 years of experience in learning & development, coaching and career counselling.

They have coached teams and individuals, facilitated workshops, designed and delivered trainings in 4 languages (Dutch, French, English and German) for all types of audiences.

CONNECT

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