

Top level management

- Achieving Excellence through People (2 to 3 days)
- Anger Management - Understanding Anger (1 to 2 days)
- Basic Business Management - Boot Camp for Business Owners (2 days)
- Business Leadership - Becoming Management Material (2 days)
- Business Process Management (2 days)
- Change Management - Change and How to Deal With It (1 to 2 days)
- Creative Thinking and Innovation (2 days)
- Crisis Management (2 days)
- Critical Thinking for leadership (2 days)
- Coaching - A Leadership Skill (3 to 5 days)
- Emotional Intelligence and Leadership. (3 days)
- Entrepreneurship (7 days)
- Generation Gap - Closing the Generation Gap in the Workplace (1 day)
- Goal Setting (1 day)
- Knowledge Management (1 day)
- Managing Difficult Conversations (2 days)
- Managing Pressure and Maintaining Balance (2 days)
- Motivation Training - Motivating Your Workforce (2 to 3 days)
- Negotiation skills (2 days)
- Negotiating for Results (2 days)
- Personal Growth Lab (5 days)
- Problem Solving & Decision Making (3 days)
- Risk Management (2 to 3 days)
- Strategic Planning (3 days)
- Stress Management (2 days)
- Time Management - Get Organized for Peak Performance (1 day)
- Writing a Business Plan (1 day)

Mid level management

- Achieving Excellence through People (2 to 3 days)
- Anger Management - Understanding Anger (2 days)
- Building Better Teams (2 to 3 days)
- Building Your Self Esteem and Assertiveness Skills (2 days)
- Coaching - A Leadership Skill (3 to 5 days)
- Communication skills (1 to 2 days)
- Creative Thinking and Innovation (2 days)
- Critical Thinking for leadership (2 days)
- Delegation - The Art Of Delegating Effectively (2 to 3 days)
- Emotional Intelligence and Leadership (3 days)
- Generation Gap - Closing the Generation Gap in the Workplace (1 day)
- Giving Effective Feedback (1 to 2 days)
- Influence and Persuasion (2 days)
- Leadership Skills for Supervisors - Communication, Coaching, and Conflict (2 to 3 days)
- Motivation Training - Motivating Your Workforce (2 to 3 days)
- Managing Difficult Conversations (2 days)
- Managerial Effectiveness (2 days)
- Managing Pressure and Maintaining Balance (2 days)
- Negotiation Skills (2 days)
- Problem Solving & Decision Making (3 days)
- Presentation skills (2 days)
- Personal Effectiveness (1 to 2 days)
- Personal Growth Lab (5 days)
- Self-Leadership (2 days)
- Stress Management (2 days)
- Time Management - Get Organized for Peak Performance (1 day)

Executive level

- Business Etiquette (1 days)
- Creative Thinking and Innovation (1 day)
- Communication skills (2 to 4 days)
- Critical Thinking (2 days)
- Goal Setting (1 day)
- Interpersonal Relations (1 to 2 days)
- Negotiation skills (2 days)
- Problem Solving & Decision Making (3 days)
- Personality Development (2 to 3 days)
- Personal Growth Lab (5 days)
- Time Management (1 day)

Note: There are few topics that may apply to more than one level.

Other Trainings

Workplace Safety Training Course, Materials and eLearning Courseware

- a) Workplace Ergonomics: Injury Prevention Through Ergonomics (half or 1 day)
- b) Safety in the Workplace (1 day)
- c) Tough Topics: Talking to Employees about Personal Hygiene (half day)

Bullying and Harassment

- a) Bullying in the Workplace (half or 1 day)
- b) Workplace Harassment--What It is and What to Do About It (1 day)
- c) Workplace Violence - How to Manage Anger and Violence in the Workplace (1 day)

Sales Training

- a) Influence and Persuasion (1 to 2 days)
- b) Telemarketing - Using the Telephone as a Sales Tool (half or 1 day)
- c) Selling Smarter (2 to 3 days)
- d) Prospecting for Leads like a Pro (1 day)
- e) Overcoming Objections to Nail the Sale (1 day)
- f) Dynamite Sales Presentations (1 to 2 days)
- g) Building Relationships for Success in Sales (1 day)
- h) CRM - An Introduction to Customer Relationship Management (1 day)
- i) Call Center Training - Sales and Customer Service Training for Call Center Agents (depending on need)
- j) Body Language: Reading Body Language as a Sales Tool (1 day)
- k) Negotiating for Sales Results (1 day)

Some off the shelf eLearning Courses (Can be done in class room too).

No of days and hours depend on the exact need. We can serve as per mutual agreement for below mentioned topics.

Customer Service Management Training Course & eLearning Courseware

- a) Customer Service Training
 - Critical Elements of Customer Service
 - Managing Customer Service
- b) Call Center Training - Sales and Customer Service Training for Call Center Agents
- c) Soft skills for customer services

Process Management Training eLearning Courseware

- a) Business Process Management
- b) Knowledge Management
- c) Balanced Scorecard Basics
- d) Lean Process Improvement

Project Management Training eLearning Courseware

- a) Advanced Project Management
- e) Intermediate Project Management
- f) Project Management Fundamentals
- g) Project Management Training - Understanding Project Management
- h) Risk Management
- i) Effective Planning and Scheduling

Event Planning Training Course and eLearning Courseware

- a) Conference and Event Management
- b) The Minute Taker's Workshop
- c) Meeting Management - The Art of Making Meetings Work

Human Resources Training Materials & Development Course Software

- a) Training on Competency Mapping
- b) Training on Assessment Centre
- c) Psychometric Testing
- d) Performance Management - Managing Employee Performance
- e) Balanced Scorecard Basics
- f) Behavioral Event Interview (BEI)
- g) Communication And Presentation Skills
- h) Exit Interview
- i) Generation Gap - Closing the Generation Gap in the Workplace
- j) Human Resources Training - HR for the Non-HR Manager
- k) Business Ethics for the Office
- l) Diversity Training - Celebrating Diversity in the Workplace
- m) Workplace Harassment - What It is and What to Do About It
- n) Workplace Violence - How to Manage Anger and Violence in the Workplace
- o) Employee Accountability
- p) Negotiation Skills (This topic also has a separate module itself)
- q) Transforming HR
- r) HRD
- s) Conducting Effective Performance Reviews
- t) Change Management - Change and How to Deal With It
- u) Disability Awareness - Working with People with Disabilities

Talent Management, On boarding and Succession Planning: Training Courses and eLearning Courseware

- a) On boarding – The Essential Rules for a Successful On boarding Program
- b) Hiring for Success - Behavioral Interviewing Techniques
- c) Orientation Handbook - Getting Employees Off to a Good Start
- d) Creating a Top-Notch Talent Management Program
- e) Business Succession Planning - Developing and Maintaining a Succession Plan

Office Administrative Assistant Training Course and eLearning Courseware

- a) The Minute Taker's Workshop
- b) Skills for the Administrative Assistant
- c) Meeting Management - The Art of Making Meetings Work

Career Development Training Course & eLearning Courseware

- a) Getting Stuff Done - Personal Development Boot Camp
- b) Creating The Future

Conflict & Dispute Resolution Training Courses and eLearning Courseware

- a) Conflict Resolution –
 - Dealing With Difficult People
 - Getting Along In The Workplace
- b) Employee Dispute Resolution - Mediation through Peer Review
- c) Conflict Management
- d) Positive Work Culture

Trainer & Facilitator Training Courses and eLearning Courseware

- a) Using Activities to Make Training Fun
- b) The Practical Trainer
- c) Survival Skills for the New Trainer
- d) Facilitation Skills
- e) Developing Your Training Program
- f) Advanced Skills for the Practical Trainer
- g) Train the Trainer
- h) NLP Tools for Real Life

Supervisor & Manager Training Course and eLearning Courseware

- a) Human Resources Training - HR for the Non-HR Manager
- b) The ABCs of Supervising Others
- c) The Professional Supervisor

Internet Marketing Training Course & eLearning Courseware

- a) Writing for the Web
- b) Creating a Google AdWords Campaign
- c) Basic Internet Marketing
- d) Marketing with Social Media

Business Communication Skills Training & eLearning Courseware

- a) Networking for Success
- b) Public Relations Boot Camp
- c) Giving Effective Feedback
- d) Managing Difficult Conversations
- e) Communication Strategies

Team Building Training Course & eLearning Courseware

- a) Building Better Teams
- b) Team Building - Developing High Performance Teams

Marketing Training Materials, Courses and eLearning Courseware

- a) Communications for Small Business Owners
- b) Active Listening
- c) Marketing for Small Businesses
- d) Basic Internet Marketing
- e) Marketing with Social Media
- f) Personal Brand: Maximizing Personal Impact
- g) Branding: Creating and Managing Your Corporate Brand
- h) Marketing and Sales
- i) Research Skills

Office Budgeting & Accounting Training Materials and eLearning Courseware

- a) Accounting Skills for New Supervisors
- b) Budgets and Managing Money

Business Writing Training Materials and eLearning Courseware

- a) Business Writing That Works
- b) Writing Reports and Proposals
- c) Advanced Writing Skills
- d) Writing a Business Plan

Job Search Skills Training Materials and eLearning Courseware

- a) Mastering the Interview
- b) Creating a Dynamite Job Portfolio
- c) Getting Your Job Search Started

Public Speaking Training Courses and eLearning Courseware

- a) Public Speaking - Speaking Under Pressure
- b) Conquering Your Fear of Speaking in Public
- c) Public Speaking - Presentation Survival School

Computer based training

- a) Managing the Virtual Workplace
- b) SharePoint Server 2013 Core Essentials
- c) SharePoint Designer 2013 Core Essentials
- d) Entrepreneurship 101
- e) Publisher 2013 Core Essentials

For further details or any query, please mail us at info@xcelanta.com / call at +91 995 350 5332