



*Your partner to excellence in corporate governance*



#### **About Us:**

- Over 30 years of expertise in Human Resource consulting, Testing and Training, we aid and act as a beacon to organizations in the process of developing systems that will accomplish the highest efficiency in corporate governance, through the maximum utilization of the potential of their human capital.
- Our team consists of Directors and consultants of international repute who have been at Leadership positions at Large Multinationals and also visiting professors to several international universities.
- We have been exclusive trainers and consultants for several Fortune 500, Global 100 and BT 500 companies.
- We present HR, HRD, OB, OD and Industrial Psychology solutions that are customized and result-oriented.

[www.xcelanta.com](http://www.xcelanta.com)

[www.planmytrainings.com](http://www.planmytrainings.com)



*Proposal*

*On*

*Communication Skill Enhancement*

*Junior / middle level executives*

**Proposal Prepared** – April 2016

**Program Dates and Duration** – 1 Day

**Contact No** – +91 99535 05332

**Email** – [info@xcelanta.com](mailto:info@xcelanta.com)

## Introduction

Effective communication is crucial to business.  
Specialized business knowledge is important, but not enough to guarantee success.  
Business Communication skills are vital.

Thus, we bring this program which will be completely customized to the target audience. There would be specific focus to American communication styles.

## Program Logistics

### Target Group

The target audience are from the team of professionals from Client Company. The group size preferably should not consist of more than 20 people in one session.

### Dates and Duration

The actual dates can be decided as per mutual convenience.

### Venue

The program will be conducted at client's Training Hall or our office or a star hotel where minimal disturbance is assured. Our premises or hotel charges would be billed separately.

## Commercials

### Investment for the Program

The cost for the training delivery will be around INR 12,000/- per day for an 8 hours session. This does not include taxes and venue charges if opted for separately.

## Content

### Business Communication Skills

1. Pronunciation
2. Common Errors
3. What is a syllable?
4. Syllable Stress- Rules
5. Indianism and how to correct them
6. Exercises
7. Improving the Tone of your Voice
8. Body Language
9. Components of Non-Verbal Communication
10. Listening Skills
11. What should you do to listen actively?
12. Meetings & Conferencing
13. How should you behave when you are in meeting?
14. Teleconferencing Strategies – During the Teleconference
15. Roles of perception, motives, biases, prejudices in communication
16. Barriers of communication and ways to overcome them.

### Proposal Writing and Email Etiquette (Can be added but would need one more day)

1. Steps of document Preparation
2. Structuring of thought
3. E-mail etiquette and practice
4. Proposal writing – Introduction and common types
5. Common reasons of non-effective proposals – a reviewer's perspective
6. The proposal lifecycle, from pre-write to win.
7. The key components. What must/may /should not be said.

### Presentation Skills (This would also need one more day)

1. Presentation Skills-its components.
2. Factors of effective presentation-the 6-P Principle
3. Presentation skills and its facilitative techniques with demonstration.
4. Presentation through audio conferencing.
5. Body Language
6. Sticky Situations
7. Overcoming Nervousness

## Other General Terms & Conditions

### Payment Conditions:

Cheque / DD / Online / Wire Transfer of the fees to be done in favour of 'Xcelanta Services' The program delivery payment will be made within 7 days of completion of the program. Other expenses are to be paid as per actuals.

### Payment Details:

Service Tax number – ASHPD9487DSD002

Account Name – Xcelanta Services

Account Number – 114705500036

IFSC Code - ICIC0001147

Bank Name – ICICI Bank, Gurgaon Sector 57 Branch

Address: Xcelanta Services –

Gurgaon Office – IRIS Tech park, Sohna Road, Gurgaon

1. Full Name of HR Head / HR Manager \_\_\_\_\_  
Signature \_\_\_\_\_  
Company: Client

2. Full Name of Training Head: Lucky Daftuar  
Signature: \_\_\_\_\_  
Company: Xcelanta Services

## Testimonials

There are numerous testimonials for our services that can be sent on request.  
Kindly consider few here.

Name – Nitin Bhatkar

Name of the organization- RIL

Views – “Lots of exercise were the strength at training programme”

Name – B.P. shah

Name of the organization- IPCL (part of 8 largest Indian Public Sectors)

Views – “Very useful for rating during promotion & recruitment decisions”

Name – Deepali Raheja

Name of the organization- Indira Institute of Management

Views – “Personal attention was given to all the participants, and their queries were solved on time.”

Name – P. Prakash

Name of the organization- John Deere

Views – “Gave good ideas about the usefulness of climate survey”

Name –Jhilmil Das

Name of the organization- Jain Steel & Power Limited

Views – “Faculty interaction program, knowledge gathering, sharing, useful & applicable in terms of utilizing in organizational scenario”

Name –B. Permshetty

Name of the organization- Merlinhowk Associates Pvt Ltd

Views – “Good contents, experienced trainer and very good interpretations”

Name – Ajit Shah

Name of the organization- Raj Quality Consultants.

Views – “Strong conceptual background of faculty, rich experience and frank opinion”

**No Poaching Agreement between Xcelanta Services and Client Company**

**Terms and Conditions**

(1) This may not be out of place to mention that Xcelanta Services has legal understanding with all its faculties that company and trainer will not enter into any direct business deal with any of their clients. In other words, any business accruing out of the present association with the two parties (Faculty and Client Company) will be diverted to Xcelanta Services.

(2) We expect a similar approach from our clients (Client Company) as well. That is, our client (Client Company) will not enter into any direct business dealings with the faculty (s) whom we introduce to them (the client) in connection with any assignment which has been given to us.

(3) In case of violation by either parties (the consultants or the client company/organization) they (each party) will pay 25 per cent of the total deal to Xcelanta Services.

We are sure that you will find the above useful and mutually beneficial and I hope the above will be meeting your requirements. Please let us know your reaction at the earliest. We shall need at least 15 days' time to schedule the program.

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1. Full Name of HR Head / HR Manager \_\_\_\_\_

Signature \_\_\_\_\_

Company: Client Company

2. Full Name of Training Head: Lucky Daftuar

Signature: \_\_\_\_\_

Company: Xcelanta Services

FOR XCELANTA SERVICES

Client Management Team  
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