

MASTER CLASS

Putting human back into relationships

2*1.5 hour sessions=3 hours

Overview:

All management practitioners and books will assert that the basic job of a manager is to get work done through others. Logically human skills should be the most important skill set of the manager. In a volatile, uncertain, complex, uncertain world of business these days, how well set are the human skills of the manager?

The data is shocking. There is data to suggest that indeed the best way to navigate through turbulent times is to do the 'right things' in terms of human relations. Further data suggests that the human skills of leading are declining very rapidly—from the older generation to the younger generation, from boss to subordinate, from one team to another. In fact some of the data points to a serious failure in precisely the most basic skill for which one would employ a manager--and all this in a business world where these virtues are eulogized constantly.

How can a modern manager return to the basics of his job? It is a bit like how can a doctor or lawyer learn the basics of his job better.

The master class.....

- There will be two 90 minute sessions. Five key ideas will be explored, three in the first session and two in the second.
- During the first 90 minute session, a key idea of how to make a management nimble will be discussed through the survey results of several CEOs. Thereafter two more key ideas of how to create the conditions for employees to succeed in their job and how to increase the engagement of employees will be explored.
- During the second 90 minute session, Gopal will explore the connection between happy employees and successful organisations. What is a 'happy' employee? He will then touch upon the fifth key idea, based on his own book, of what the role of employees is in securing their happiness and success.
- In both these sessions, Gopal will rely on anecdotes/ narratives from three sources: his personal career experience, published stories from the business world and relevant anecdotes from general history.
- The master class is not intended to be instructional. It is intended to be reflective and inspirational. After all, the programme is aimed at experienced people who are in a very important part of their career journey.

Benefits

- Each participant will certainly have at least a few personal takeaways which he/ she will be determined to think about.
- The act of thinking about individual issues will trigger the desire to learn more and develop an individual plan of action. It is likely that the positive effects of this 3 hour session would be that participants would deeply reflect on their own style of human relations, and find out how their leadership style can improve.
- This content of this program has been delivered in a twelve hour format over the last five years to practising managers and students of management. Therefore the content has been tested and refined, based on these experiences. This master class is a three hour adaptation of the twelve hour content, designed for busy, mid to senior career managers.
- Much of the content of this masterclass has been derived from the books written by Gopal. Gopal's CV is attached to this concept note.