

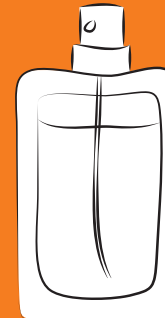
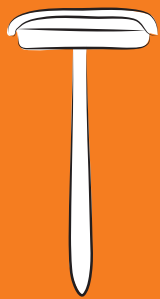


MODULES

**GROOMING | BEHAVIOURAL & SELF- DEVELOPMENT SKILLS
CUSTOMER SERVICE AND LEADERSHIP SKILLS | WELLNESS**

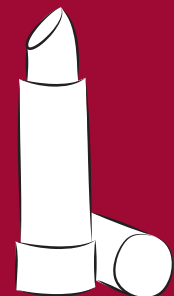
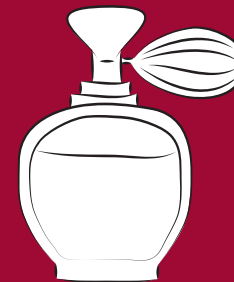
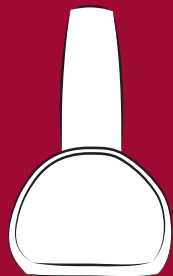
GROOMING - MEN

1. Hair
2. Skin care
3. Diet and fitness
4. Personal care and hygiene
5. Hands and feet
6. Accessories
7. Uniforms
8. Posture and body language
9. Looks
10. Makeovers



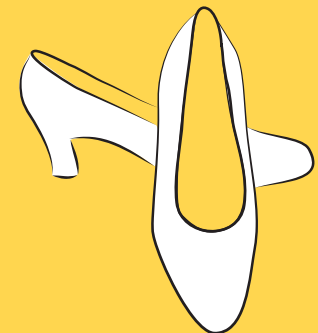
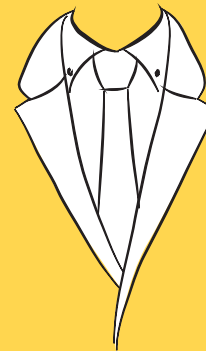
GROOMING - WOMEN

1. Skin care
2. Diet and fitness
3. Personal care and hygiene
4. Hands and feet
5. Hair
6. Makeup
7. Accessories
8. Uniforms
9. Posture and body language
10. Looks
11. Makeovers



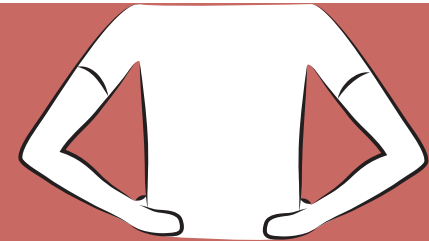
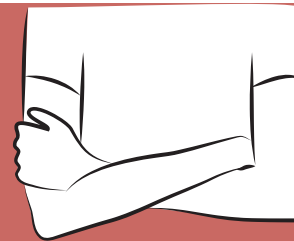
CORPORATE DRESSING

1. Wardrobe management
2. Corporate, business & social dressing
3. Accessories
4. Choosing styles, cuts and colours based on skin tone, body type & job profile
5. Care and maintainance
6. Uniform and non uniform looks
7. Trends



POISE AND POSTURE - ART OF FINESSE

1. Deportment – Creating a lasting impression
2. Standing with finesse
3. Correct sitting posture
4. Walking with confidence
5. Body language & gestures



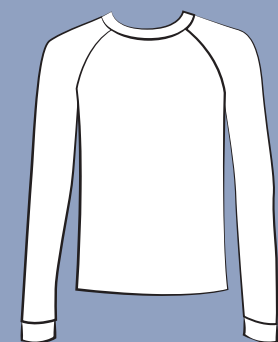
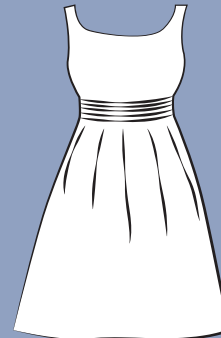
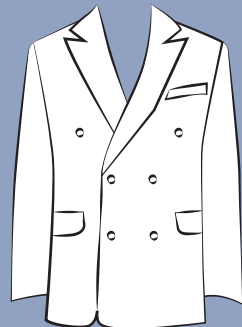
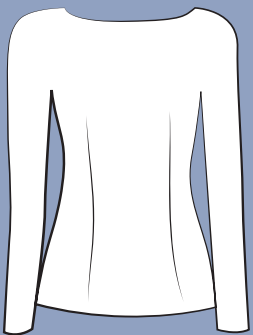
GRACE & POISE

1. Communicating with a customer
2. Posture in the presence/absence of a customer
3. Walking with grace
4. Communicating with colleagues
5. Courtesies extended towards customers & colleagues
6. Customer contact:
Familiarity with customers



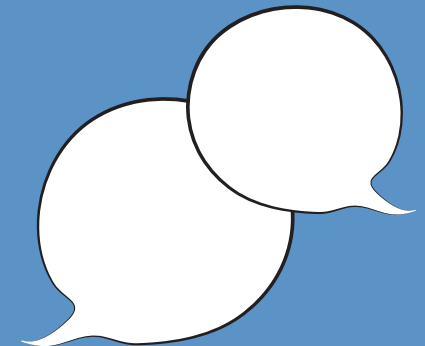
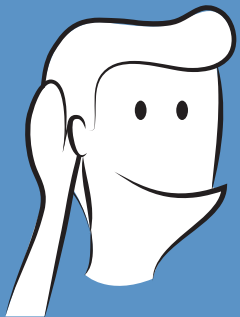
STYLIST & FASHION TRAINING

1. Trend awareness & forecasts
2. Recommending fit & style according to body type
3. Colours according to skin tones
4. Dressing for occasions
5. Creating complete looks for customer
6. Wardrobe management



COMMUNICATION SKILLS

1. Verbal Communication – understanding the basics:
 - Spoken Words – positive words & forbidden phrases
 - Effective Listening skills - Empathetic listening
 - Effective probing skills – Open & closed ended questions and its pros & cons
2. Para linguistics:
 - 'It's not WHAT but HOW it is said' – Pitch, rate, inflection, volume, articulation and enunciation
3. Action speaks louder than words - Non-verbal communication:
 - Kinesics – Body movement, gestures, facial expression
 - Para linguistic – Pitch, rate, inflection, volume, quality, pronunciation, articulation and enunciation
 - Proxemics – language of space around us
 - Haptics – Use of bodily contact
 - Oculesics – Eye contact
 - Chronemics – Use of time
 - Silence
 - Sign Language



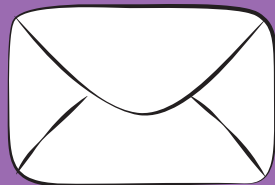
SOCIAL ETIQUETTE

1. Social etiquette
2. Art of Introducing Yourself & Others
3. Meet & Greet – Handshakes
4. Protocol of addressing people
5. Social manners



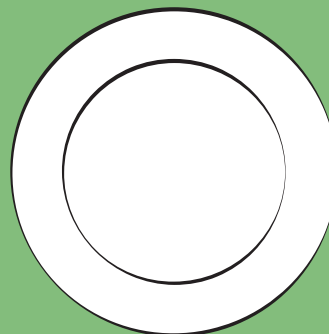
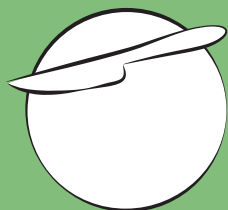
BUSINESS ETIQUETTE & PROTOCOL

1. Office decorum
2. Telephone etiquette - Call handling & mobile etiquette
3. E-mail etiquette
4. Business card protocol
5. Professionalism at work
 - Behaviour at work
 - Don'ts in front of customer
 - Collective responsibility
6. Business meeting protocol
7. Attending an event / eating out with the customer



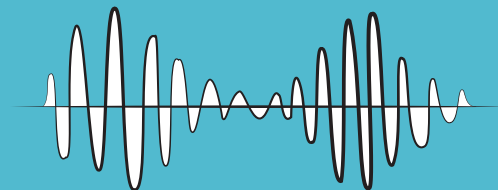
DINING SKILLS

1. Invitation etiquette
2. Gifting etiquette
3. Dinning etiquette
4. High tea etiquette
5. Familiarization with dinning tools, like cutlery, crockery, glasses etc.
6. Cocktail etiquette



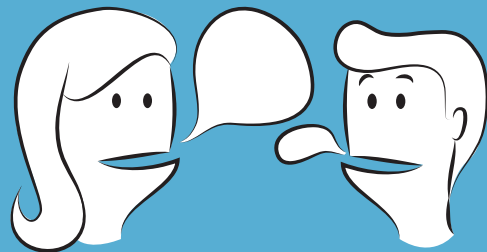
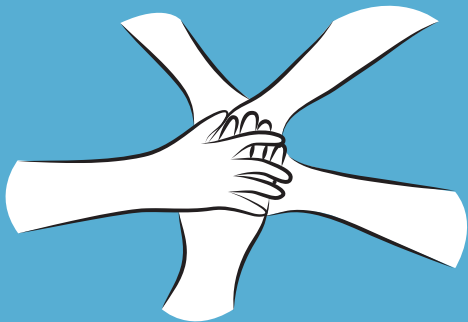
VOICE AND ACCENT

1. Recognition of MTI
2. Neutralization of Accent
 - Vowels
 - Consonants
 - Syllable stress
3. Pronunciation of industry specific words
4. Indianism



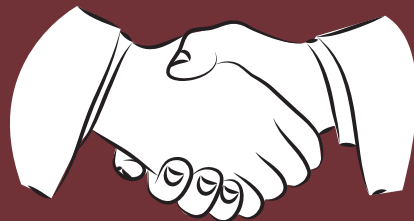
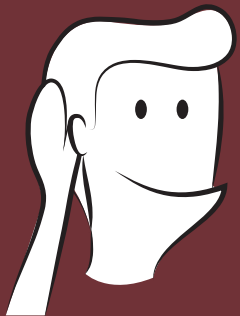
PERSONALITY DEVELOPMENT

1. Conversation starters
2. Leadership skills
3. Effective feedback
4. Team building



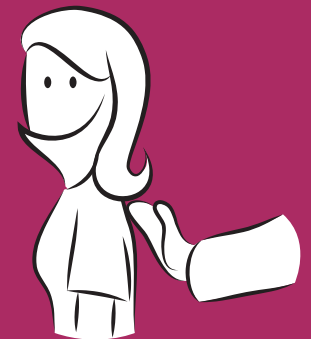
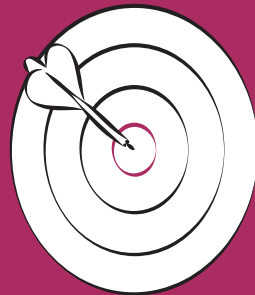
'WOW' FACTOR

1. Characteristics & traits of an efficient associate
2. Working towards a 'WOW' first impression
3. Do's & Don'ts: Forbidden words and phrases of service industry
4. Choosing the 'Right' attitude



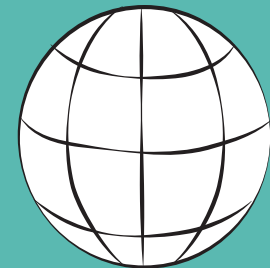
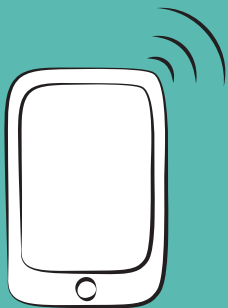
CONFIDENCE BUILDING

1. Motivational skills
2. Accepting ourselves
3. Build self-esteem
4. Inner peace & happiness



NETWORKING SKILLS

1. Six Degrees of separation
2. Mapping your network
3. Benefits & Barriers - introverts & extroverts
4. Your networking plan
5. Networking made easier
6. Your action plan



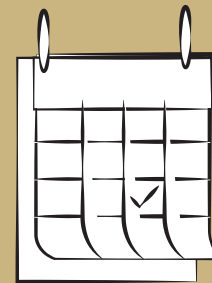
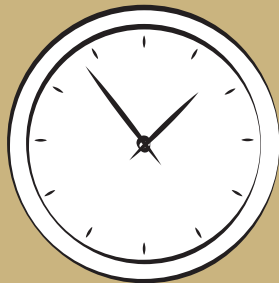
STRESS AND TIME MANAGEMENT

1. Stress

- Symptoms of stress
- Stressors
- Managing stress

2. Time Management

- Need for time management
- Process of time management



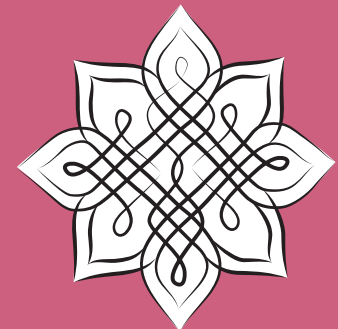
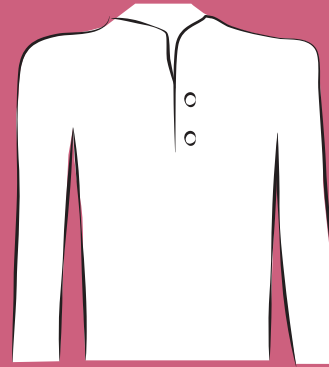
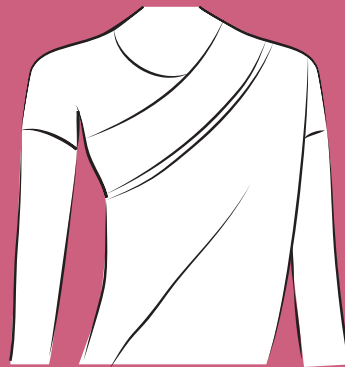
CULTURAL DIVERSITY

1. Understanding the difference
2. Communicative competence – communicating across the differences
3. Cognitive competence – acknowledging stereotypes
4. Valuing differences
5. Gaining synergy from differences



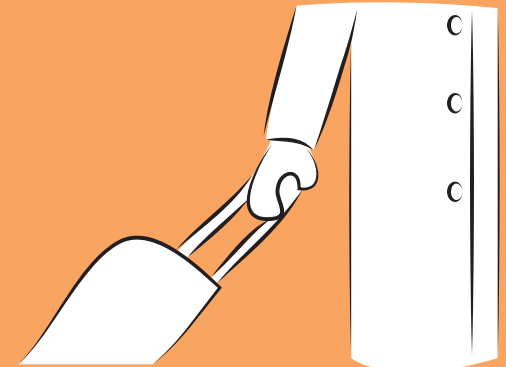
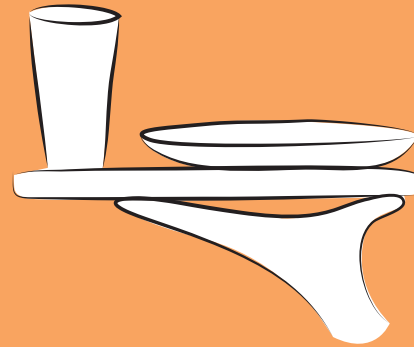
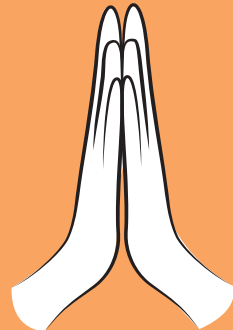
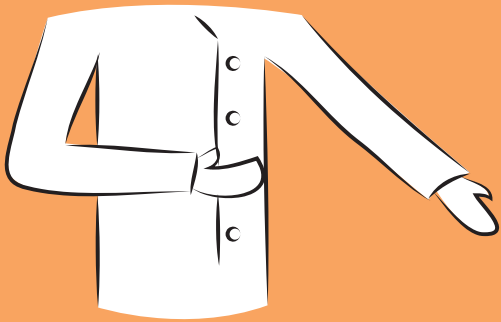
EXPAT - INDIA

1. India overview
2. Business ethics in India
3. Social ethics in India
4. Cultural understanding
5. Customs and traditions
6. Cultural & Social diversity



CUSTOMER SERVICE

1. Who is a customer?
2. What is customer service?
3. Universal customer needs & expectations
4. Spirit of service
5. Levels of customer service



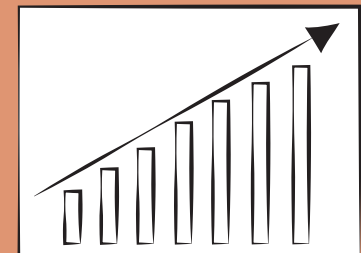
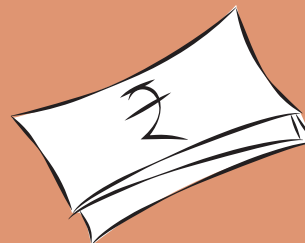
CUSTOMER/GUEST PROFILING

1. Types of customer / guest
2. Moment of truth
3. Managing different types of customers
4. Service winners



SALES TRAINING

1. Pre-requisites of selling
2. First Contact
3. Personal Recommendation
4. Features & benefits
5. Up selling
6. Link selling
7. Down selling
8. Alternate Selling
9. Closing the sale



SERVICE RECOVERY

1. A Complaint is a Gift strategy
2. Complaints: Necessary evil or opportunities?
3. Capitalizing on complaints
4. Why most customers don't complain
5. Putting the Complaint is a Gift strategy into practice
 - Sources of complaint
 - Service recovery methods
6. Written complaints: a Red Flag



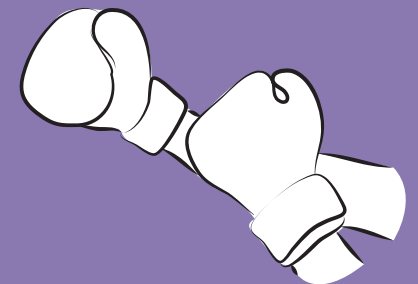
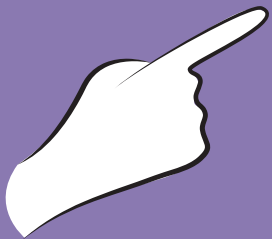
BEHAVIOUR MANAGEMENT

1. Behaviour
 - What is behavior
 - Effects of negative behavior
 - Transactional analysis
 - Dealing with difficult customers
2. Conflict
 - Types of conflict
 - Handling conflict



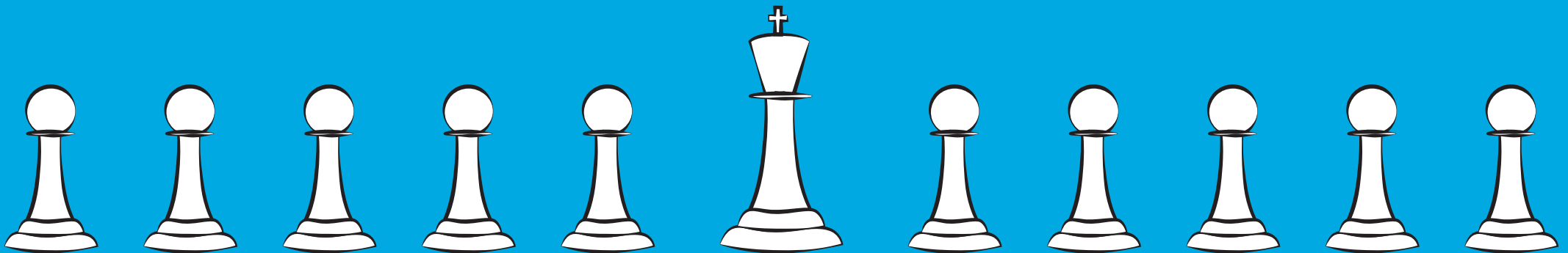
CONFLICT MANAGEMENT

1. Behaviour
 - What is behavior
 - Effects of negative behavior
 - Transactional analysis
 - Dealing with difficult customers
2. Conflict
 - Types of conflict
 - Handling conflict



LEADERSHIP & SUPERVISORY SKILLS

1. From peer to boss
2. Leadership
 - What is leadership ?
 - Types of leaders & qualities of leadership
 - Compelling Communication: The art of articulating your ideas effectively
 - Coming together is a Beginning: Forming the Team (Team vs. Group)
 - Creating a Dynamic Team
 - Link between Joy and Work: Creating a happy work environment
 - Effective listening (with intent)
 - Utilising one-on-one meeting as a motivational tool



FEEDBACK OPPORTUNITIES

1. What is feedback?
2. Purpose of feedback and who needs it
3. Guidelines for giving feedback
4. Categories of feedback
5. How to give effective motivating feedback
6. Types & forms of feedback



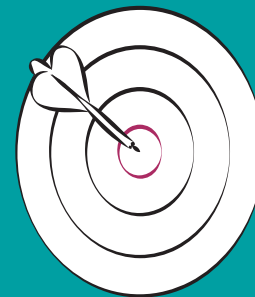
SUPERVISING PERFORMANCE

1. Motivating your team

- Link between motivation & performance
- Diagnosing team performance problems

2. Goal setting

- Goal setting as a team motivation tool
- Characteristics and steps of effective goals
- Dangers and pitfalls



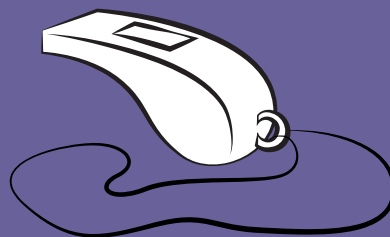
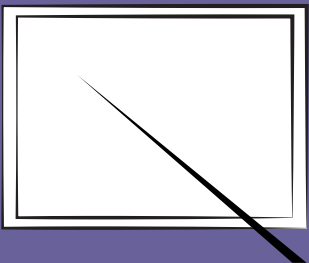
MANAGING THROUGH COACHING SKILLS

1. Role of a coach

- Difference between coaching & feedback
- Purpose of coaching
- Reasons and situations requiring coaching

2. Coaching structure

- The coaching model: K-I-M
- Development need analysis
- Common coaching pitfalls



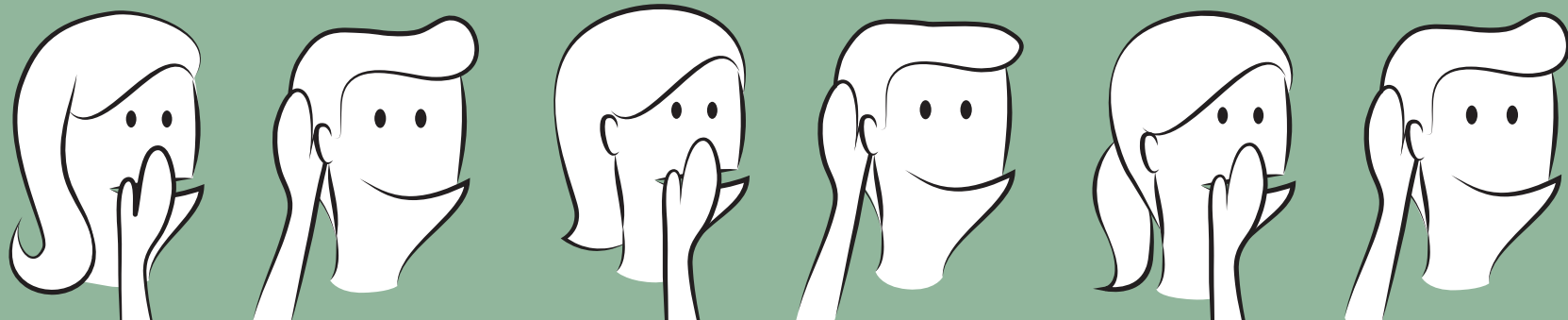
TEAM WORK & TEAM BUILDING

1. Building team morale
2. Team work skills
3. Stages in team work
4. Recipe for a Successful Team



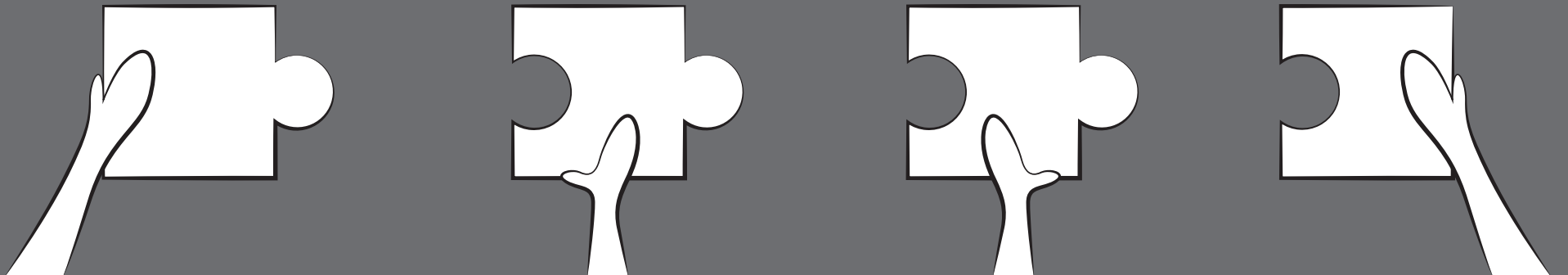
TEAM COMMUNICATION

1. Importance of team communication
2. Benefits of effective team communication skills
3. Communication principles
4. Ways to improve communication with your team



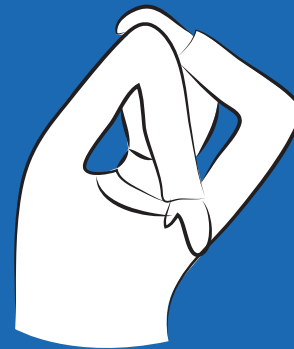
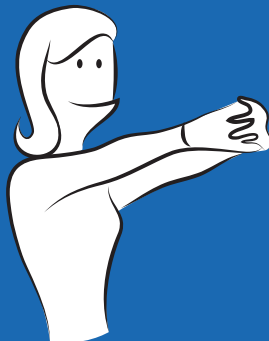
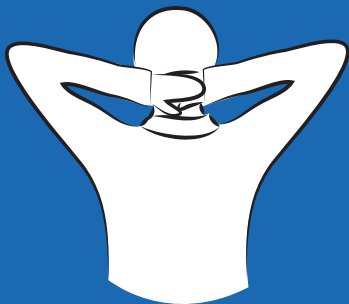
MANAGING TEAM DEVELOPMENT & PERFORMANCE

1. Difference between a group & a team
2. Stages of team development
3. Team development behaviours
4. Problem solving process



WELLNESS

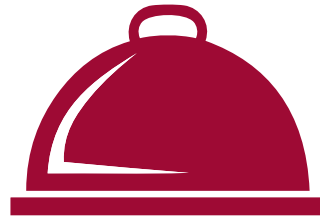
1. Stress Management
2. Yoga
3. Physical & Mental Wellbeing
4. Recharging the mind & body



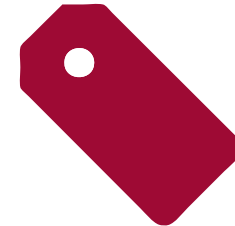
WE CAN DEVELOP SECTOR SPECIFIC TRAINING FOR THE FOLLOWING FIELDS:



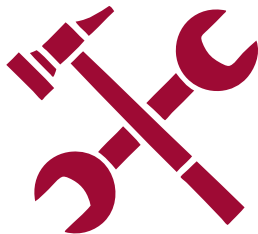
AVIATION



HOSPITALITY



RETAIL



SERVICE



BANKING



HOSPITALS



GROOMING | BEHAVIOURAL & SELF- DEVELOPMENT SKILLS CUSTOMER SERVICE AND LEADERSHIP SKILLS | WELLNESS

Y&E Consultancy & Services is India's premier and leading Image Consultancy and Grooming Company. We conduct Imaging and Grooming programmes and impart soft skills, sales skills and wellness training.

We work across multiple sectors like Hospitality (hotel chains, resorts, spas, restaurants, boutique & business hotels), Aviation (airlines and airports), tourism (travel agencies), Banking (banks, financial institutions), Healthcare (hospitals, speciality clinics), Retail (supermarkets, FMCG, luxury, fashion & cosmetic brands, stand alone stores), Media (news channels) and other corporates (IT, consultancy, multinationals).

Our award Imaging & Grooming packages and training programmes are custom designed and created exclusively for each of our clients, keeping their brand & corporate image in mind. We formulate grooming and soft and sales skills manuals, guidelines and policies.

Training programmes are available for all levels in an organisation, men & women as well as individuals. Our training sessions can be conducted at any location in India and overseas.

As part of our Imaging & Grooming Programme and training we cover creation of looks, makeovers, personal grooming & hygiene, poise, posture, stylist and fashion training, consultation on clothes, uniforms and accessories. The Behavioural & Self- Development skills Customer Service and Leadership Skills division focuses on communication skills, social etiquette, business etiquette and protocol, dining skills, voice and accent, personality development, the 'wow' factor, confidence building, networking skills, stress and time management, cultural diversity, expat – India, customer service, customer and guest profiling, sales training, service recovery, behaviour management, conflict management, leadership and supervisory skills, feedback opportunities, supervising performance, managing through coaching skills, team work and team building, team communication, managing team development and performance, wellness, diet and fitness.