Beyond Bias

Learning Objective:
To understand what are biases, how do they impact our workplace and how we can remove the influence of biases to make fair decisions.

Target Audience: Operations Team
Mode of Learning: Virtual (Teams)
Duration: 120 mins

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# Accountability and Ownership

## Learning Objectives:
- Define Accountability, Responsibility and Ownership
- Accountable Organization
- 4 Elements of Accountable Organization

## Target Audience:
Assistant Managers and Managers (Base office & On-Site)

## Mode of Learning:
Virtual (Teams)

## Duration:
- 60 mins

### Program Dates

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Planning & Prioritizing

Learning Objectives:
- Appreciate the value of time and its management
- Recognize the benefits of time management and prioritizing
- Become familiar with the tools for planning and prioritizing
- Overcoming roadblocks and becoming a master at planning

Target Audience: Assistant Managers and Managers (Base office & On-Site)

Mode of Learning: Virtual (Teams)

Duration – 60 mins

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### Problem Solving & Decision Making

**Learning Objectives:**
- Define a problem in detail before starting to resolve it
- Set priority and determine appropriate steps to deal with the issues identified
- Ask incisive questions to collect and analyse information
- Evaluate options and assess the risks involved

**Target Audience:** Assistant Managers and Managers (Base office & On-Site)

**Mode of Learning:** Virtual (Teams)

**Duration** – 60 mins

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# Change Management

**Learning Objectives:**
- Determine your own Perceptions of Change
- Recognize the Emotional Journey that People go through when Change is Introduced
- Determine the Characteristics and Actions for each Phase of the Journey through Change
- Addressing Resistance to Change

**Target Audience:** Site Managers

**Mode of Learning:** Virtual (Teams)

**Duration** - 60 mins

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People Management Skills

Learning Objectives:
- What is People Management Skills
- Seven Principles of People Management Skills

Target Audience: Site Managers
Mode of Learning: Virtual (Teams)
Duration – 60 mins

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Email Etiquette

Learning Objectives:
- Understand the importance of email etiquette
- Determine who should and should not receive copies of emails
- Create emails that are easy to read
- Learn technical features of Outlook for better email handling
- Mobile Etiquette while at work

Target Audience: Assistant Managers and Managers (Base office & On-Site)

Mode of Learning: Virtual (Teams)

Duration - 60 mins

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Foundation of Leadership

Learning Objectives:
- Introduction to leadership
  - Managers vs leaders
  - Your role balance
- Lead your team & team phases
- Lead your employees & employee development levels

Target Audience: Site Managers
Mode of Learning: Virtual (Teams)
Duration – 90 mins

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# Creating Customer Delight

**Learning Objectives:**
- Need to create Customer Delight
- Concept of the 'Moment of Truth'
- Ways to create Moment of Magic for the customers
- Learn to benefit from customer complaints by viewing them as Gifts

## Target Audience:
Site Managers

## Mode of Learning:
Virtual (Teams)

## Duration
60 mins

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**Facilitator:**
- Vidya Shirodkar
- Abhijit Lawande
- Abhishek Pratap Singh & Soumya Dey
- Raju Das
- Thirumalesh Jammula
- Sanjay Gupta
- K.Balasubramanian
Dealing with Change

**Learning Objectives:**
- Introduction to change
- Importance of dealing with change
- Results of successfully dealing with change
- Ways to overcome resistance to change

**Target Audience:** Frontline Employees

**Mode of Learning:** Virtual (Teams)

**Duration** – 60 mins

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# Mental Health & Wellbeing

## Learning Objectives:
- What is Mental Health & Wellbeing
- Why is mental health important
- Ways to improve mental health

## Target Audience:
Frontline Employees

## Mode of Learning:
Virtual (Teams)

## Duration
60 mins

### Region

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Maximizing Efficiency Using Outlook

**Learning Objectives:**
- Utilizing the tools in Outlook to manage time and tasks

**Target Audience:** Site Managers

**Mode of Learning:** Virtual (Teams)

**Duration** – 60 mins

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Service Excellence

Learning Objectives:
- Understanding Service Excellence and its importance
- Understand the importance of serving your clients’ and consumers’ needs
- Recognize the significance of a positive attitude to achieving service excellence
- Understand the value of consistency in fulfilling your clients’ and consumers’ service expectation
- Understand the critical nature of teamwork in achieving service excellence

Target Audience: Frontline Employees

Mode of Learning: Virtual (Teams)

Duration – 60 mins

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Supervisor Development Program

Learning Objectives:
- Understanding Service Excellence and its importance
- Understanding why supervisors are important
- Overview of the role of a supervisor
- Attributes of a good supervisor
- How to organize and supervise activities in the workplace - Daily activities
- How to manage oneself as a supervisor

Target Audience: On-site supervisors

Mode of Learning: Virtual (Teams)

Duration – 120 mins

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Learning Objectives:
- Understanding HK Principles & Importance
- Checklist & Job Cards
- Safety Measures
- Knowledge of HK Chemicals
- HK Equipment’s: Minor & Major
- HK Cleaning Procedures

Target Audience: Frontline Employees (Supervisors)

Mode of Learning: Virtual (Teams)

Duration – 2 sessions of 90 mins each

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# Time & Task Management

## Learning Objectives:
- Identify importance of Time Management
- Illustrate techniques of prioritizing and managing time
- Identify major time stealers and deal with them
- Assertiveness and Delegation for Time Management
- Balance work and personal priorities

## Target Audience:
Frontline Employees (Supervisors)

## Mode of Learning:
Virtual (Teams)

## Duration
2 sessions of 90 mins each

## Region
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- Gujrat & MP
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- Andhra Pradesh
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- 09-Oct
Helpdesk Certification

Learning Objectives:
- Understanding why supervisors are important
- Customer & Attributes of Customer Service
- Grooming
- Verbal & Non-Verbal Communication
- Telephone & Email Etiquette
- Handling Customer Complaints & Service Recovery

Target Audience: Guest Relation Executives, Telephone/Helpdesk Operators, Front desk/Helpdesk Executives

Mode of Learning: Virtual (Teams)

Duration - 120 mins

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Presentation Skills

Learning Objectives:
- Structure presentations with a beginning, middle and end
- Effective use of powerful visual aids
- Overcome your fear and transform anxiety into enthusiasm

Target Audience: Site Managers
Mode of Learning: Virtual (Teams)
Duration - 90 mins

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Building Better Mental Health in the New Normal

This module will assist you with some tools that you can use to Boost up your Mental health and ready to take on the New Normal.

**Target Audience:** Site Managers

**Mode of Learning:** eLearning

**Duration - 30 mins**

[Click Here for Ingenium Login](#)

[Click Here for Easygenerator Login](#)
This module will assist you with some tools that you can use to learn more about Sodexo and boost your productivity at your site.

**Target Audience:** Newly joined Site Managers

**Mode of Learning:** eLearning

**Duration** - 30 mins

[Click Here for Easygenerator Login]
The aim of this workshop is to understand how Managerial Behaviors underpin our core Values and in turn our Mission and how this will help us to achieve our Ambition 2025

**Target Audience:** Site Managers  
**Mode of Learning:** eLearning  
**Duration** - 40 mins

All you need to do is click on the Sign Up link and use your Sodexo log in credentials to register and take up the course.

Click here to [Sign Up](#).

You will understand how to stay connected with colleagues and supervisors while working from home and learn a few basic rules to develop effective communication.

**Target Audience:** Open to all employees  
**Mode of Learning:** eLearning  
**Duration** - 20 mins

All you need to do is click on the Sign Up link and use your Sodexo log in credentials to register and take up the course.

Click here to [Sign Up](#).

In this course you will understand ways of managing stress, listing and applying resilience skills.

**Target Audience:** Open to all employees  
**Mode of Learning:** eLearning  
**Duration** - 30 mins

All you need to do is click on the Sign Up link and use your Sodexo log in credentials to register and take up the course.

Click here to [Sign Up](#).
The Learning & Support Hub

About the program:
This program will give you access to a host of learning resources that will support you in working remotely and optimizing virtual collaboration, managing change and leading teams during a crisis situation, building resilience and supporting mental health and wellbeing.

Target Audience: Site Managers

STEP - Driving Culture of Performance

About the program:
In this module you will learn to access and navigate your dashboard. You will begin mastering new analytical features and discovering the 7 STEPs, their key areas of focus and supporting KPIs that will measure your performance.

Target Audience: ASPIRE Users

Return to Work Guide

About the program:
This program will help you understand about precautions to be taken before returning to work for base office employees.

Target Audience: Base Office Employees

Leading Your Team Through Change

About the program:
This module will enable you to understand people's emotional journey through change and how to best lead your team to keep them engaged.

Target Audience: Managers

UNLEASH

About the program:
This program is designed to support our managers on the fundamentals of people management; enable them to effectively manage, motivate and develop their teams.

Target Audience: Managers
Regional Training SPOCs

Mumbai
- Pratap Patil (pratap.patil@Sodexo.com)
- Vidya Shirodkar (vidya.shirodkar@Sodexo.com)

ROMG
- Abhijit Lawande (abhijit.lawande@Sodexo.com)

Gujarat & MP
- Abhishek Pratap Singh (abhishek.pratapsingh@Sodexo.com)
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East
- Raju Das (raju.das@Sodexo.com)

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Note: You can contact your regional training team to register for the virtual sessions planned.
Thank You!