

MANAGER AS FACILITATOR COACH

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offering

The Need

Gone are the days of command and control and a line manager's directional style of getting things delivered. The new age work force, specially, the millennial, wants a more humanistic, more congenial and personally meaningful context to perform and contribute. They are, in their managers, looking for an understanding, relating and inspiring individual who can be more of a coach and guide to help them develop and grow, rather than a task master.

Organizations are also realizing the need for infusing a culture of coaching and facilitation. They are looking up to their leaders and the managers to be culture change agents by donning the role of facilitator and coach. While for the team members this style of leadership can be more motivating and therefore productive, for the managers it means having a more empowered and aligned team to deliver and therefore release of managerial bandwidth for being engaged in more strategic actions.

Managers need to be enabled to balance their delivery responsibilities with their developmental roles. They need to be guided to deal with their anxieties and be able to walk by the side of their team members, simultaneously, as facilitator coach.

The Program

Manager as Facilitator Coach (MaFC) is a 3-day non-residential transformational working lab meant to address this emerging need in the industry. A part of the highly successful iEnable suite of Enable the Enabler program, MaFC is distilled from the rich and meaningful experience of enabling leadership journeys of close to 10,000 managers across levels and functions.

MaFC is not another soft-skills or behavioral training program. It is a transformational learning program for learners to develop not only relevant skills but, most importantly, the will to coach, effectively, with an objective to see tangible outcomes.

Objective

It's clearly a crisis of two things:
of consciousness and
conditioning. We have the
technological power, the
engineering skills to save our
planet, to cure disease, to feed
the hungry, to end war; But we
lack the intellectual vision, the
ability to change our minds. We
must decondition ourselves from
10,000 years of bad behavior.
And, it's not easy.

Terence Mckenna

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To enable learners make a mindset shift from being delivery-centric to development-centric and get equipped with skills and competencies necessary for them to facilitate-coach their team members effectively. At the end of this program they will be equipped and ready to guide their team members to grow in their roles and, in the process, joyfully deliver to meet and exceed the customers' expectations.

Who should attend this program

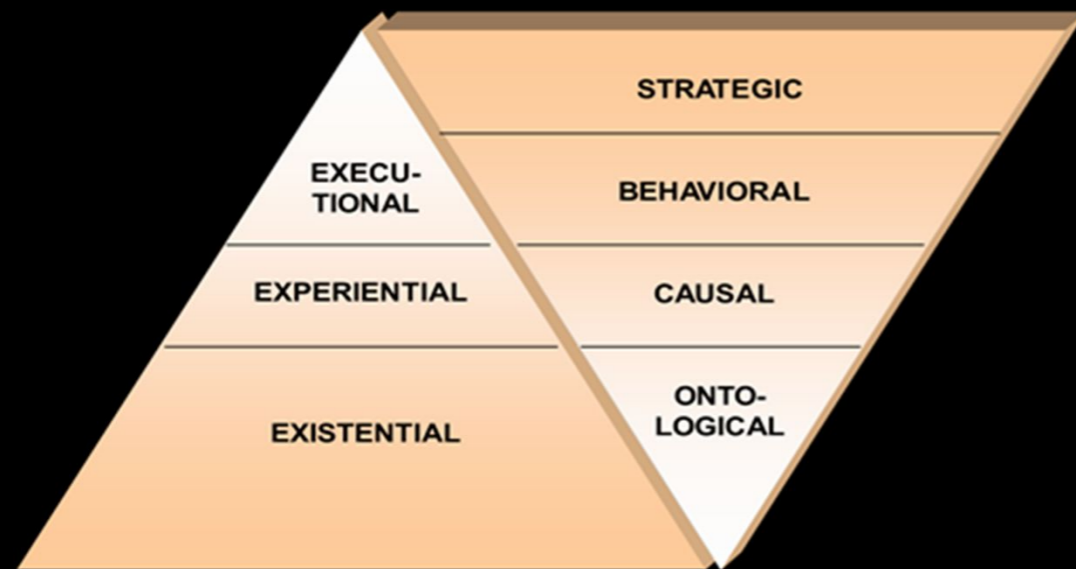
Delivery managers, Project managers, Line managers, People managers, SMEs, CoE heads and Account heads, amongst others, across industries and verticals

Program outline

	BEING (By Exploration)	DOING (By Application)	KNOWING (By Consolidation)
ENGAGE To involve and relate through meaningful and productive conversations	The Intent to spontaneously engage with and relate to the other. Conditioning that come in the way; managing them.	Initiating an engagement, arriving at an agenda, involving the other and spontaneously, listening and responding to the said and unsaid.	The 5-I model of engagement; balancing advocacy with inquiry; art of conscious listening, observing and sensing.
ENROL To the big picture while making it personally meaningful	Being super-ordinated in ones role to see the big picture. Conditioning that come in the way of ownership and managing them.	Inspiring the other to see the big picture, making it personally meaningful and setting challenging goals.	The art of storytelling; brainstorming as a method of facilitating enrollment; participative goal-setting.

	BEING (By Exploration)	DOING (By Application)	KNOWING (By Consolidation)
EMPOWER To resolve authority issues and arrive at win-win solutions, collaboratively	The power to make choices and be self-driven. Conditioning that come in the way and managing the same.	Understanding others' difficulties and way they feel and yet be able to assert functional realities to collaborate.	The art of surrendered listening and empathy; asserting managerial rights; collaborative solutioning.
ENABLE To help the other grow in the direction of strengths and work-around weaknesses as coach / facilitator / enabler	The innate desire to help the other grow and develop. Resolving egoic needs of being one-up / popular.	Discovering others' potentials, mapping to roles, work-around and uncovering learning needs.	Potential mapping; converting potential to strength; feedback and coaching conversations; root cause analysis.
	The Being of a Coach – self assessment	The process of coaching	The Hour-glass model of coaching engagement
Learning from all the above modules will be applied to simulated role-plays as coaches and facilitators. Learners will be observed by the program facilitators, evaluated and given feedback. The role-plays will also be video-recorded for play back.			

Approach & methodology



Distinct from other skills development and behavioral training programs, the emphasis in MaFC will be more on the transformative process than third-party content for cognitive understanding. Most of the content will be generated by the learners through a process of existential and experiential discovery in the group.

Working-lab methodology would be used to allow for simultaneous working at the 'being', 'doing' and 'knowing' levels.

ELEMENTS	WORKING ON	USING METHODS
Exploration	Being	Sharing of here and now experiences, guided dialog, T-group process work, psychometrics.
Application	Doing	Demonstration, feedback and coaching
Consolidation	Knowing	Brainstorming and culling out of discoveries / insights, frame working, conceptualization and action planning.

Indroneil – The Principal Enabler

- ✓ 30 plus years in the industry
- ✓ Worked with the likes of CMC, ICIM, Thermax and SAP in customer facing and business management roles from 1983 - 1999.
- ✓ Associated with the likes of CIOL, IVL Gmbh and TMG as an independent consultant from 1999 to 2001.
- ✓ Founded country's thought and practice leading Learning & OD consulting organization – iProdigy as a first-gen entrepreneur in 2001.
- ✓ Touched / transformed lives of close to 10000 managers working across functions and responsibility bands with plus client organizations like ACS, CATS-TCG, CGI, Digital, First Indian Corporation, HP, Hughes, Mahindra & Mahindra, Mahindra Satyam, Mphasis, Novel, OPI, SAP, Symphony, Tech Mahindra, UST Global among others, as an institutional and individual enabler.
- ✓ Acclaimed as a Top Ten Thinker by MTC Global in 2014, one of the top 10 Gurus of Change, by The Week as, a Talent Guru by Express Computers and Talent Expert by Business Standard

YOU NEED TO EXPERIENCE HIM...

"...NO MATTER WHO YOU ARE OR WHAT YOU DO. You could be in institution or and individual, a business leader or an entrepreneur, an executive or a trader, a professional or a performer, a scientist or a creative artist. Or you could be a teacher, a consultant, a trainer or even a master.

You need to experience him to get answers to the questions you always had but never asked; to start on the journey you always wanted to but was scared to chart for yourself; to meet that part of you that you always suspected lived in you somewhere but didn't know where to look for.

You need to experience him to experience something very different, very new. Something which nobody can offer for he is the chosen one. As an instrument of divinity, his way are prodigious, his creations miraculous.

As a Human Alchemist he has touched and initiated transformation in thousands of lives across all imaginable spheres. They and their lives stand testimony to the magical impact that he can bring about in you.

All that you have read and heard in terms of self-growth can now be made real for you with his accompaniment. Like a Krishna, he will walk along with you as a friend, carrying in his heart endless compassion and love for his fellow humans until one day you suddenly encounter the awesome you – the endlessly powerful and gifted you. That you, which can now uphold and realize the dream that you always dreamt and go beyond this dream which you believed to be your reality.

You may not understand, yet it is possible. You may not envisage it, yet it has happened many times. The only way to believe in him is to experience him.

You need to experience him. Now."

~ A candid expression from one of Indroneil's client who does not wish to disclose her identity.

Testimonials

What I now know is a drop. What is unknown is the ocean. I need to keep growing with the techniques learnt. Learnt a lot from the enabler. A great human being.

•Raja Devanath – a People Manager with a US technology major

My greatest take away – leading a team is all about emotions and how well we are sensing it. Good, now need to practice. Coaching team, transformation from being authority driven to self driven. Bonzer!!!

•Avinash Pathak – an Account Delivery Manager with an engineering design company of a large diversified Indian group

I learnt that the power of conscious listening, understanding the other person and getting the solution of his / her problem from his / herself through inquiry, instead of telling them, is the key.

•Deepak Datta, People Manager at a product-services MNC

It was a unique experience to converse, use senses and feelings. The power of appreciation and feedback. A very good program. This will help me to be a good manager and facilitator for the teams.

•Anand Devadatta, People Manager at a product-services MNC

Awesome! Immersive! Only thing I need is to be aware and work inside out. I am feeling so reflective and thankful for what I have learnt in the last few days.

•Kumar Venkatesan, Program Manager with a predictive analytics company based out of Silicon Valley

For more information

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