



EXPRESS OH

*Extended Business English and
Business Communication workshop series by Pragya*



Pragya Living Wisdom Centre, Bangalore

www.thehealingcircle.in/pragya-living-wisdom-centre



What is Express Oh!

A 4-5 months self development program ending in certification

Mindfulness @ Work

Emotional Empowerment Assertiveness

Mindful Communication

International Business English



Customized for clients

Learning Objectives

Improve communication with stakeholders – spoken and written, especially with overseas managers and the leadership

Bring forth results by influencing decision making in meetings, teleconferences, emails and presentations

Enhance productivity and functioning at work and in life

Display confidence; be assertive; develop self esteem, manage negativity in safe ways through mindfulness practices

Participant Profile

For participants who...

Are high on technical performance; need to now focus on communication skills

Have transitioned from Individual Contributor roles to Leads

Are new managers/mentors

Need to work closely and influence overseas counterparts/customers

Wish to experience success and spike their careers

Pedagogy – our process



Customization – meet stakeholders to understand specific needs and challenges of participants and the organization



Pre assessment and Post assessment to make all sessions learner centric



Spaced modular experiential workshops and group coaching sessions based on Mindful Learning Flow



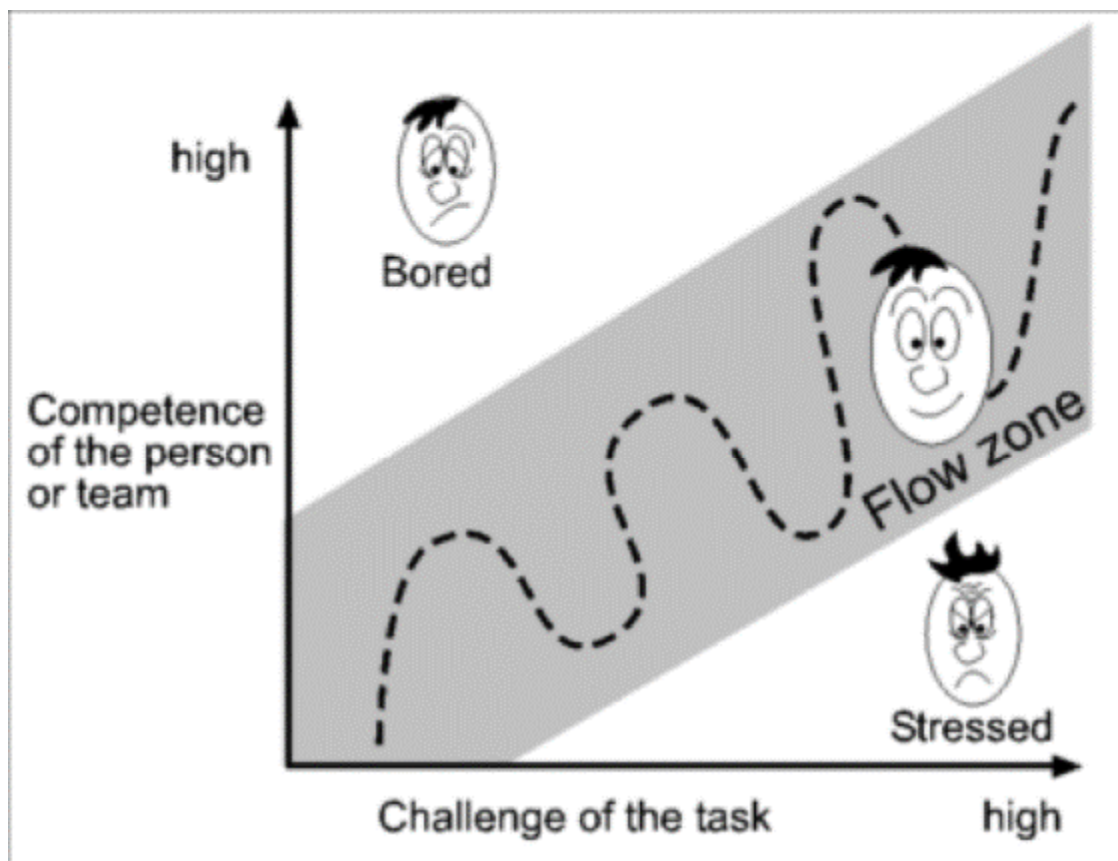
1:1s to instil ownership and engagement in learning. Self, peer, facilitator review inbuilt in program design

Mindful Learning Flow

- ✓ Being able to control consciousness, self-realization is the flow experience, which was proposed by psychology

Professor Csikszentmihalyi.

- ✓ *In the flow of experience, people become one with what they are doing and acquire strong motivation to accomplish goals and fulfil inner desires.*
- ✓ This fosters balance and active learning.



Program design enables active learning



Month 1

Pre-assessment – 1 day

With 1:1 feedback – 2 days (8 participants a day)

Months 2 - 4

4 modular sessions – 1 day each

Month 2 – Group coaching 1 – 2 days (6-8 participants/ group)

Month 3 - Group coaching 2 – 2 days (6-8 participants/group)

Month 4

Post assessment – 1 day

The Express Oh
journey... ..

Month 5

1:1 feedback – 2 days (8 participants a day) with summary report

Certification for participants with full attendance and over 85% score in mid and post assessments



*Modular
hence flexible*



MONTH

1

- ✓ *Pre-assessment – 1 day*
- ✓ *One-on-One feedback – 6pax/day*

✓ *One-on-One feedback – 6pax/day*

3-fold purpose of pre and post assessment

assessment
is to
INCREASE
quality.



Help participants identify *key areas* of learning and application at work

Become aware of how *inner limiting beliefs and anxieties* reflect in in the outer – behavior, attitudes and relationships

Act as a *pre and post program measure* of skill; support participants to strengthen and further their learning



Day 1

Focus areas for assessments

Listening comprehension

Listening to sequential and multiple instructions/requests; drawing inferences

Written communication – use of 7Cs

E.g. Be clear, be crisp, be convincing, be complete, be correct

Articulation through speech

Confidence, idea structuring, audience connect and credibility and basic etiquette

Email audit

Audit of emails of participants; composing emails for varied scenarios

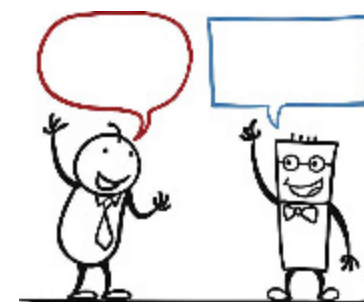
Grammar and vocabulary

Functional grammar vs. Academic grammar; specific vs. generic vocabulary; crisp words; positive tone

What Makes an Impression?



Day 2 - Focus areas for One-o'-Ones



Communication

Body Language and
Voice

Idea structuring

Listening and
responding

Mindfulness, Emotional Empowerment & Assertiveness

Self esteem
Self belief

Areas of assertion
and non-assertion

Needs and
challenges at work

Influencing Power

Credibility

Ability to impact
decision
making;/influence
stakeholders



30 min fun-packed exercises during each session in –

- ✓ *Functional grammar*
- ✓ *Vocabulary*

✓ *Vocabulary*

✓ *Functional grammar*



Functional Grammar

Coherence

Magic of short sentences

Structure in writing

Parts of Speech

Vocabulary

Better words vs. Clutter words

Generic vs. Specific vocabulary

Positive tone

Power words vs. Wimp words

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60 minute fun-filled interactive sessions in each Module
with individualized feedback

MONTH

2

Mindful communication

- ✓ ***Module 1 – 1 day***
- ✓ ***Module 2 – 8 participants/day***



Day 3 -Module 1- Total Presence

Mindful Communication

Active Listening

Listen to understand vs. Listen to respond

- Deep listening – develop empathy; listen to the yes behind the no (and vice versa)
- The art of questioning

4-Step Process

4 step process of mindful communication

- Take 100% responsibility for one's words and feelings
- Develop compassion as motivation for action over fear, guilt, blame, coercion
- Express with authenticity and clarity
- Aim for win-win

Relationships

Build lasting relationships

- Identify one's needs and of others
- Express in ways that is respectful of self, the other and the organization
- Take ownership; contribute and collaborate



Day 4 -Module 2 - The Write Way

Mindful Business Writing

7Cs

Connect to convey powerfully - create stakeholder-centric messages

- Set context; close loop
- Be clear, crisp yet complete
- Be correct, yet courteous
- Be creative and convincing: make messages compelling

Top-down approach

Apply newspaper analogy

- Draw attention to what is most important
- Decipher what and how to convey information based content vs. action oriented content

Email audit

Regular audit of emails through the program

- Comprehend messages quickly and correctly
- Learn to make and respond to requests
- Practise netiquette

Day 5 – U Speak - Group coaching 1

**Speak to build
credibility, garner
trust and drive
results.**

U Speak

*theatre
approach to
spoken
communication*

**Video
recording &
Playback**



Confidence – body
language and voice



Compelling
messages –
simple n sticky



Speaker centric
vs. audience
centric
conversations



Deal with tough
audiences and
tough questions

MONTH

3

Emotional Empowerment & Assertiveness

- ✓ ***Group Coaching 2 – 8 participants/day***
- ✓ ***Module 3 – 1 day***

✓ ***Module 3 – 1 day***



Day 6 - Emotional Empowerment – Group coaching 2

Decipher thoughts,
needs, feelings

- Build self awareness
- Identify thoughts, needs and feelings of self and others

Work through
fears, anger, stress
and other
negativity

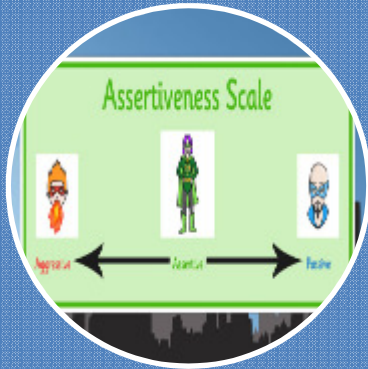
- Develop a tool kit e.g. Emotional Freedom Technique, BreathWork to release emotions in safe ways
- Show grace under fire

Channelize
emotions in
positive ways

- Balance intellectual data with emotional appeal to influence audiences
- Apply tools of self care

Day 7 - Module 3 – U, Me, We

Assertiveness



Identify and work through
non-assertion areas

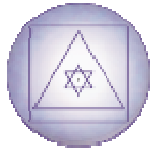


Be authentic and
respectful while
expressing thoughts,
needs, feelings, including a
NO



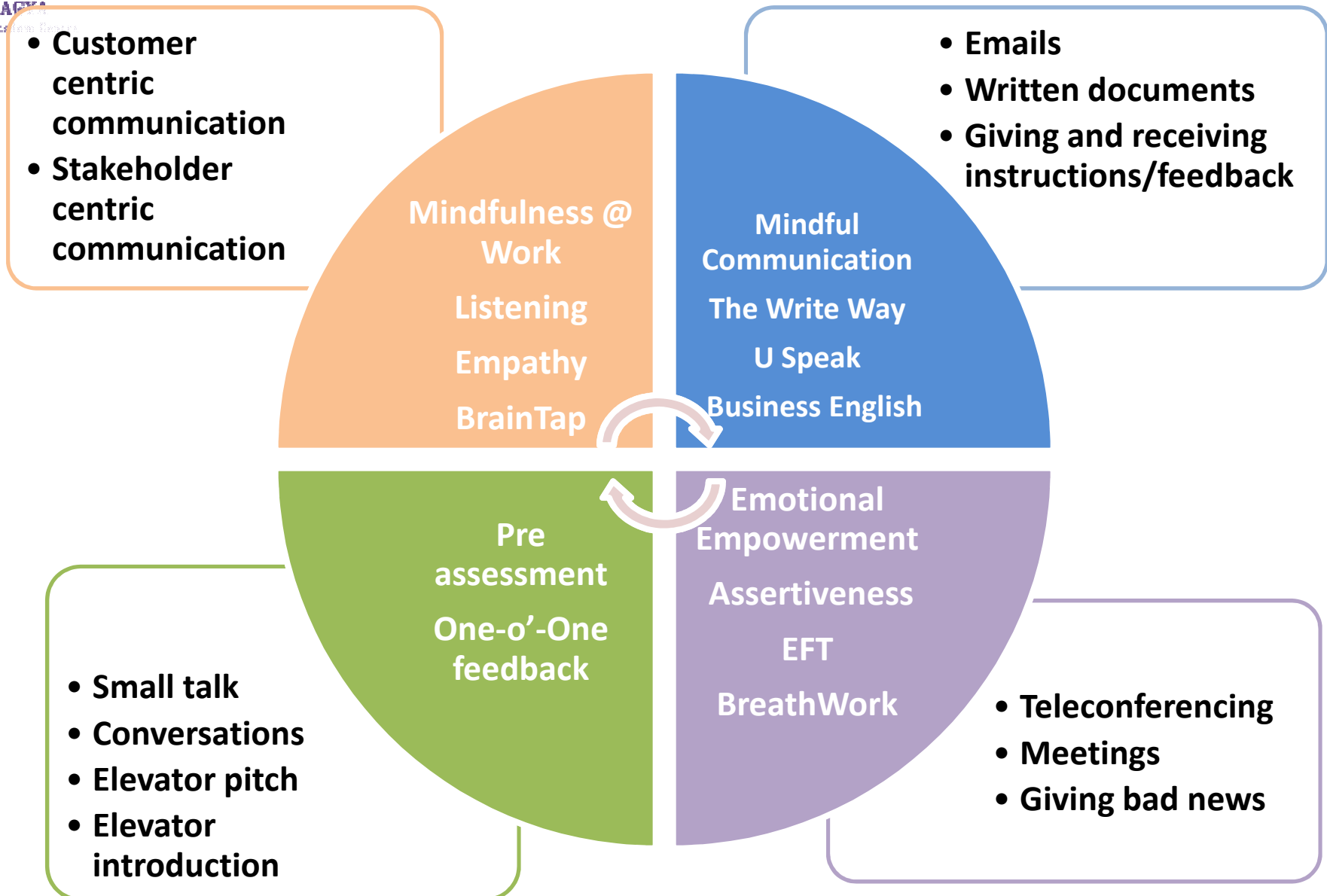
Grace under fire
Show positive intent
Contribute
Collaborate
Give and receive feedback





PRAGYA
Living Wisdom Education

Day 8 - Module 4 – Mindfulness @ work





Day 9

Focus areas for Post assessment

Mindful Communication

Deep listening, empathy and questioning

4 Step process

7 Cs

U Speak

Confidence

Clarity – self and others

Conviction including self belief

Email audit

Show positive intent

7 Cs

Emotional Empowerment & Assertiveness

Express thoughts, feelings and needs, requests assertively

Be able to say No

Demonstrate ability to deal with tough situations

Grammar and vocabulary

Apply functional grammar at work – be coherent

Use specificity, positive tone and power words in the spoken and written word

How We Communicate

Verbal

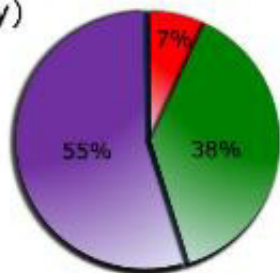
Words – (What we say)

Para-verbal

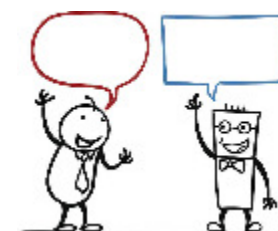
Tone (How we say it)

Non-verbal

Our Expressions and actions



Day 10 - Focus areas for One-o'-Ones



Mindful Communication

Body Language and Voice

Idea structuring

Listening and responding

Emotional Empowerment & Assertiveness

Deal with challenges

Areas of assertion and non-assertion

Say No

Influencing Power through Mindfulness

Self belief
Self esteem
Self care

Harmony @ Work

Ability to impact decision making;/influence stakeholders

Certification of Successful Completion

Certification
for
participants

With 85+%
score in all
assignments
and post
assessment

Full
attendance

Summarized
Learning
Report





Learning Intervention Plan

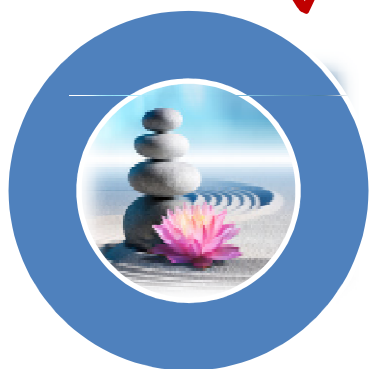
| Learning Intervention | Month | Duration | No. of days | Class size |
|--|--------------|---|-----------------------------------|--|
| Pre assessment | Month 1 | 1 day | 1 day | Preferable – 16 participants Maximum - 18 participants |
| Pre assessment - Feedback | Month 1 | 1 hour session per participant | 2 days @ max 8 participants a day | One on one session |
| Module 1 | Month 2 | 1 day | 1 day | Preferable – 16 participants Maximum - 18 participants |
| Module 2 | Month 2 | 1 day | 1 day | Preferable – 16 participants Maximum - 18 participants |
| Small group coaching | Months 2 & 3 | 2 days for each group of 8 participants | 4 days | Max 8 participants/group 1 coaching session/month over 2 months Total - 2 sessions per group |
| Module 3 | Month 3 | 1 day | 1 day | Preferable – 16 participants Maximum 18 participants |
| Module 4 | Months 4 | 1 day | 1 day | Preferable – 16 Maximum - 18 participants |
| Post assessment | Month 4 | 1 day | 1 day | Preferable – 16 participants Maximum 18 participants |
| Post assessment – Feedback Certification | Month 5 | 1 hour session per participant | 2 days @ max 8 participants a day | One on one session Closure with certification |

Pragya's Complimentary Offering

Details on request

Zen Seva

1 day of synergized learning that instills collaboration and contribution through peer to peer generosity



Schedule midway through this program

DEAR

Pragya welcomes you to
Drop Everything And Recharge!



Monthly 1 day **Recharge and Renew** program at Pragya

Customized to suit your needs





Modules that complement Express Oh!

Additional Mindful Communication Modules

Confab

Mindfulness
while
teleconferencing

Stories that Stick

Hot Seat

Mindful
feedback

Leadership Modules

Break Inner Barriers to Success

The Midas Touch

Develop the
attitude of
abundance

Wellness @ Work

Breath@Work
Renew & Recharge
Banish Your Blues

Ultimate Frisbee
Yogventure

Let the journey begin



Conscious Living: the daily work of making incremental self improvements, despite the many forces working against us.

- Greg Brandes



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