fortementors
enabling achievement

A portfolio of our

Virtual Learning Programs

Welcome

We, Forte Mentors, are a team of mentors, coaches and learning facilitators who are passionate about learning and the growth of all employees and managers. We possess decades of valuable domestic & international industry experience - this makes our counsel practical and effective.

This portfolio provides an overview of our virtual learning modules. All of them are delivered over an online collaboration tool such as Zoom. The focus is on "learning by doing" and the sessions are highly interactive.

The ideal class size is 10-16 participants. Any material needed for the module will be sent to the participants prior to the class. We will have a 10-minute comfort break at the midpoint of the session if it lasts more than 2 hours. Where needed, participants will be given a pre-session assignment

Learn more about us at our website www.fortementors.com. For more details on any of our offerings, please write to us at support@fortementors.com.

June 2022

Contents

Design Thinking Mindset – Innovation Series
Critical Thinking in a VUCA world – Leadership Series
Managing Performance – Leadership Series
Customer Focus – Leadership Series
Strategic Thinking – Leadership Series
Personal Effectiveness – Personal Development Series
Benefits Management – Project & Program Management Series
Self-Awareness & Self-Regulation in Emotional Intelligence – Leadership Series
Coaching Skills – Leadership Series

Innovation Series

Design Thinking Mindset: A new approach to solving problems

EMPATHIZE

DEFINE

IDEATE

PROTOTYPE

TEST
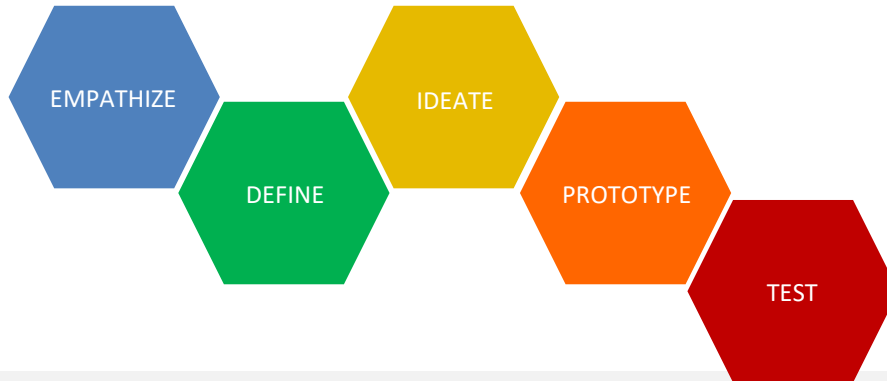
Who should attend?

- Product designers
- Experience designers
- Business Analysts
- Solution Architects
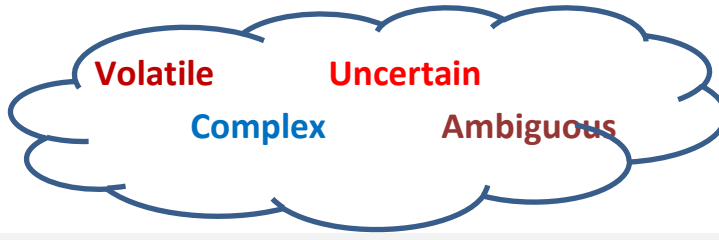- Project Managers

Duration

4 Hours

Description

This module introduces the mindset needed in Design Thinking. It helps us understand our customer and their needs better when designing products and services for them. It asks us to set aside what we think we know about our customers and instead learn by practicing empathy and respectful curiosity. The module introduces the 5 stages of Design Thinking (Empathize, Define, Ideate, Prototype & Test). Participants learn effective approaches and mindsets needed in these 5 stages with the help of activities.

Leadership Series
Critical Thinking in a VUCA world

Volatile   **Uncertain**
Complex   **Ambiguous**

Who should attend?   **Duration**

- Project Managers   4 Hours
- Delivery Managers
- Change Managers
- Program Managers
- Decision Makers

Description

This module introduces the second most wanted skill in 2020 (WEF). Critical Thinking is the reasonable, reflective thinking that is aimed at deciding what to believe or what to do. Managers need this skill in everything they do, especially in these unprecedented VUCA times. VUCA, an acronym coined by the US Military describes today's world – volatile, uncertain, complex and ambiguous. Using common work scenarios, the module discusses Critical Thinking, the Critical Thinking Framework, common mistakes to avoid, and inferences, assumptions and deductions in our thinking. The module presents an elegant process to face VUCA challenges.

Leadership Series
Managing Performance: Build a high-performance culture

Who should attend?

- Line Managers
- Project Managers
- Technical Leaders
- First-time Managers

Duration

4 Hours

Description

This session (from a series of modules for Leaders) addresses key leadership behaviours in Team Management. Participants learn to give clarity to their team members by defining goals and objectives. They learn to manage performance, what causes poor performance and how to give effective feedback. They learn how to build a culture of superior performance. An easy-to-understand and easy-to-use tool is provided that enables managers to have "difficult conversations" with their team members who are consistently unable to meet expectations.

Leadership Series
Customer Focus: Learn to be customer-centric

Design the experience
Understand your customer & their business
Customer Focused Leadership

Metrics that Matter
Feedback that Drives Improvement
Empower the front line

Who should attend?

- Operations Managers
- Project Managers
- Program Managers
- First-time Managers

Duration

4 Hours

Description

Customer Focus, a key component of Business Acumen, enables us to understand our customers & clients, their business, their strategy and their challenges. This module (part of our Leadership Series) equips participants with skills in Customer Focus. They get to understand their customers & their business and gain insights through empathy and research. They learn to build trusting client relationships that are based on competence and integrity. Participants learn how to build rapport and confidence with clients with assertiveness and tact.

Leadership Series
Strategic Thinking: Future-proof your team & company

Description

Strategic Thinking, a key component of Business Acumen, allows us to focus on future outcomes. This focus will guide us on what to plan, what resources to allocate and what skills to acquire. Through strategic thinking, we are able to identify potential threats and opportunities, differentiate ourselves and thus gain relevance and a competitive edge. To be effective in this skill, one requires first a strategic mindset towards customer satisfaction, profitability, growth and new competencies. Also needed are a keen awareness of market trends, geopolitical shifts, customer behaviours and regulatory requirements.

Who should attend?

- Project & Program Managers
- Leaders
- CRMs / Account Managers
- Operations Managers

Duration

4 Hours

Personal Development Series

Personal Effectiveness – The art of getting things done

Description

Personal Effectiveness, a collective term, stands for all the skills and mindsets that allow us to work successfully in an organization with others and be able to achieve our goals and objectives. People with personal effectiveness know how to get things done – they know how to manage their time, plan their day-to-day tasks, set long term goals & achieve them, manage their relationships adeptly with their colleagues and clients and in the process, build a strong "personal brand".
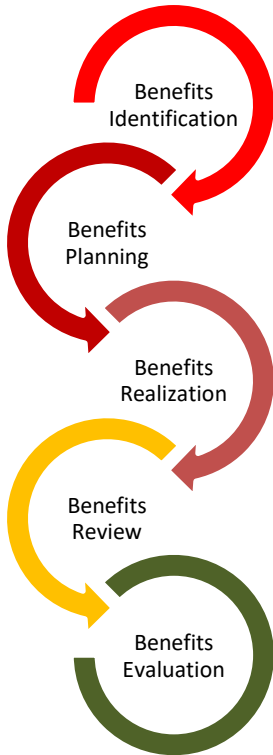
Who should attend?

- Operations Managers
- Project Managers
- Program Managers
- First-time Managers

Duration

4 Hours

Project/Program Management Series
Benefits Management: Ensuring business program outcomes

Benefits Identification

Benefits Planning

Benefits Realization

Benefits Review

Benefits Evaluation

Description

Benefits Management is at the heart of Program Management. Programs are driven by the need to deliver benefits, its raison d'être. Benefits, the ultimate deliverables of a program, are the measurable outcomes perceived as positive by program stakeholders that contribute towards organizational objectives. This module, part of our Project/Program Management Series, provides participants the opportunity to learn how to identify, plan, realize, review and evaluate benefits with the help of activities and case studies.

Who should attend?

- Program Managers
- Change Leaders
- Senior Responsible Officers
- Senior Project Managers
- PMO Leaders

Duration

4 Hours

Leadership Series
Self-Awareness & Self-Regulation in Emotional Intelligence

Who should attend?

- Line Managers
- Project Managers
- Technical Leaders
- First-time Managers

Duration

4 Hours

Description

This module introduces the 5 competencies of EI: self-awareness, self-regulation, empathy, environmental awareness and managing relationships. Participants learn to understand their own motivations, strengths, areas of weakness, values, biases (conscious and unconscious) and how they react to triggers (these are external events that can cause adverse and regrettable reactions). The class learns to arrest knee-jerk reactions to triggers and instead focus on considered and measured responses that create effective outcomes.

Leadership Series
Coaching Skills

Who should attend?

- Senior Leaders
- Directors
- BU Heads

Duration

6 Hours (over 2 days)

Description

Coaching is a 1-on-1 less-directive method that leaders use to enable employees to learn and improve their performance. Coaches build rapport, listen to understand, ask questions to clarify, challenge, encourage reflection, provide feedback, summarize and reframe to provide clarity and shift thinking while respecting expectations of confidentiality and privacy. This program, spread over two days, helps leaders learn the 5 basic coaching skills and to avoid common pitfalls in Coaching through exercises, reflections and role-plays.