Portfolio of our Training Programs

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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 learning programs, both short and long in duration. They can be delivered in person or 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. Participants will each be given a workbook that they will use during the learning program. Sessions will include presentations, facilitated discussions, case studies, self-assessments, individual and group activities, role-plays. Some programs come with a pre-session assignment.

Learn more about us at www.fortementors.com

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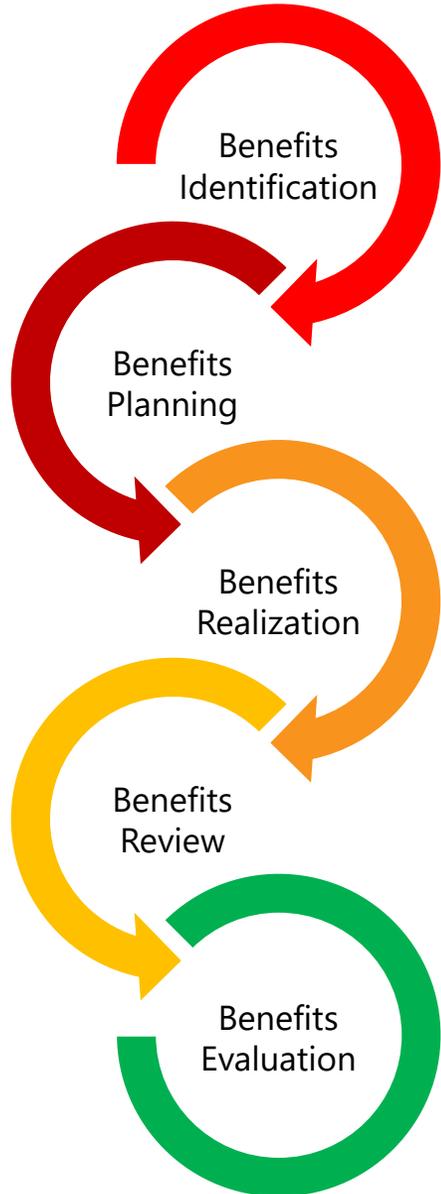
Short Duration Programs

These programs are 4 to 6 hours in duration. They can be delivered in person or virtually using a platform like Zoom or Teams.

Benefits Management

Benefits Identification

Benefits Planning

Benefits Realization

Benefits Review

Benefits Evaluation

Who should attend?

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

Duration

4 hours

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.

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Coaching Skills

Who should attend?

- Senior Leaders
- Directors
- Assistant 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.

Critical Thinking in a VUCA World

Volatile

Uncertain

Complex

Ambiguous
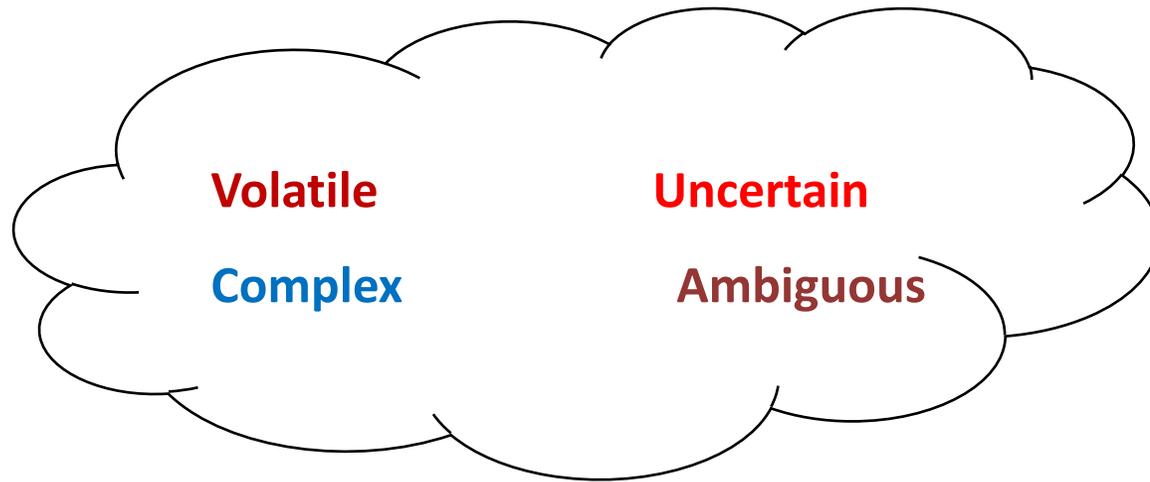
Who should attend?   **Duration**

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

Description

The 2nd 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 and AI inflected 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.

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Customer Focus

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? **Duration**

- Project Managers   4 hours
- Operations Managers
- Program Managers
- First-time Leaders

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 equips participants with skills in Customer Focus. They learn tools 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.

Design Thinking Mindset

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.

Managing Performance

Description

This session addresses key leadership behaviours in Team & Performance 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, a critical leadership behaviour. 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.

Mentoring Skills

Who should attend?   **Duration**

- Leaders   6 hours
- Managers   (over 2 days)
- Project Leads
- Department Heads

Description

Mentoring is a supportive relationship where a more experienced person guides, advises, and inspires someone less experienced to achieve their goals and develop professionally. Effective mentors need strong listening skills, empathy, and patience to understand and support their mentees' unique needs. They should be able to offer constructive feedback, encouragement, and practical insights while fostering a safe, non-judgmental environment for growth. Additionally, mentors benefit from being adaptable, open-minded, and encouraging of their mentees' self-reflection and independence. This program helps managers learn basic mentoring skills and to avoid common pitfalls in mentoring through exercises, reflections and role-plays.

Personal Effectiveness

Who should attend?   **Duration**

- Project Managers   4 hours
- Operations Managers
- Program Managers
- First-time Leaders

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".

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Self-Awareness & Self-Regulation

Who should attend?   **Duration**

- Project Managers   4 hours
- Operations Managers
- Program Managers
- Technical Leaders
- First-time Leaders

Description

This module introduces the 5 competencies of Emotional Competence: 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). Class participants learn to arrest knee-jerk reactions to triggers and instead focus on considered and measured responses that create effective outcomes.

Strategic Thinking

Description

Strategic Thinking, a key component of Business Acumen, is the ability to think long-term and focus on future outcomes. Strategic Leaders focus on what to plan, what resources to allocate and what skills to acquire. They are able to identify potential threats and opportunities, differentiate themselves 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.

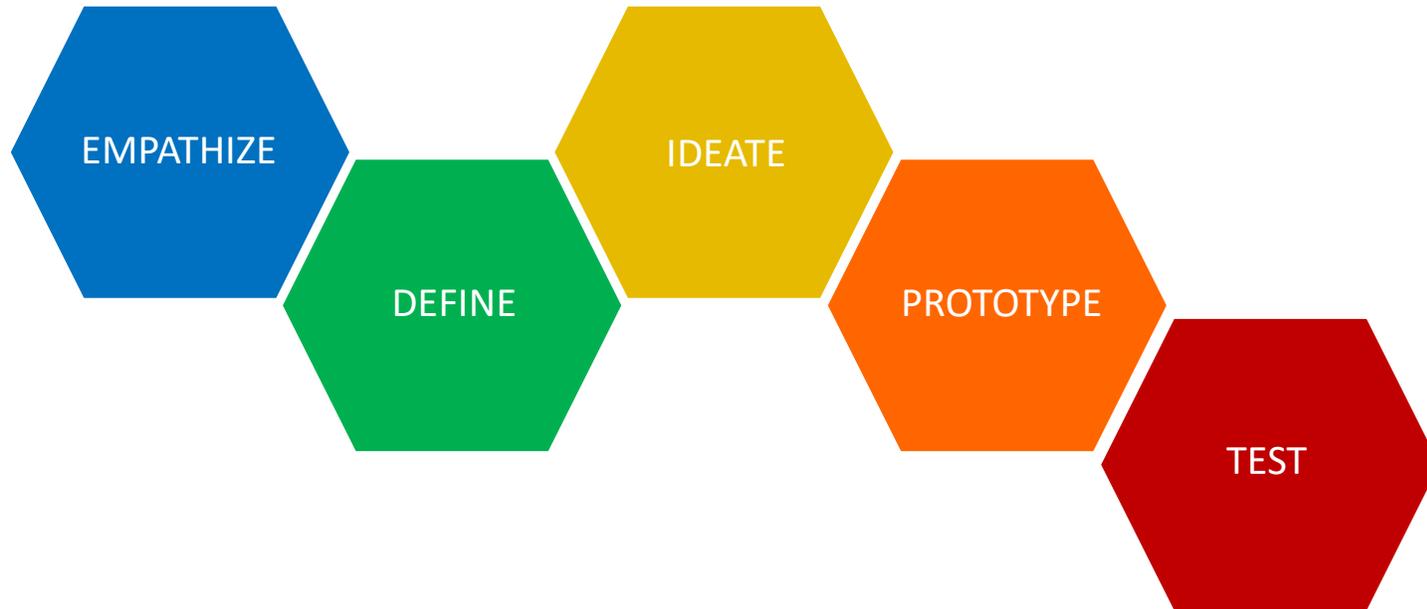| Who should attend?	Duration
• Project & Program Managers	4 Hours
• Leaders	
• CRMs and Account Managers	
• Operations Managers	

Long Duration Programs

These programs are 2 days to 3 months in duration. They are best experienced in person.

Design Thinking Program

Who should attend?

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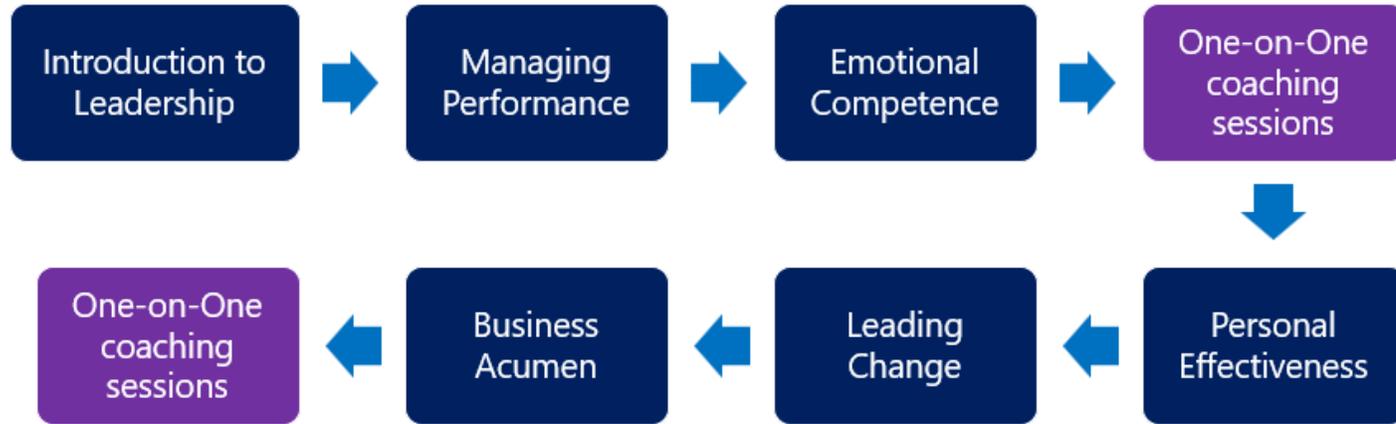- Solution Architects
- Project Managers

Duration

16 Hours

Description

Design Thinking is a 5-stage methodology whose end-goal is to provide user-centric products, solutions and services to customers. Originally intended to bring user-centricity to product development, Design Thinking is now also being successfully applied by several companies across the world in the areas of Problem Solving, Process Definition, Innovation, Strategy Formation and Managing Change. Ask us for details of this immersive 2-day in-person program.

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Emerging Leaders Program

Introduction to Leadership → Managing Performance → Emotional Competence → One-on-One coaching sessions ↓ Personal Effectiveness ← Leading Change ← Business Acumen ← One-on-One coaching sessions

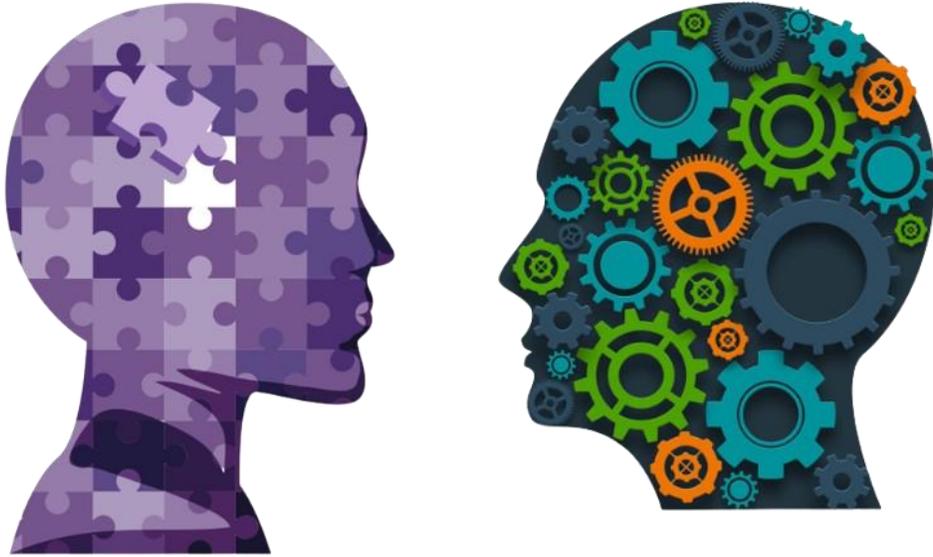**Who should attend?**

- First Time Leaders

Duration

3 months

Description

Successful leaders provide direction, guidance and motivation to their teams, create a culture of high performance in their organization and ensure their organization stays focused on its mission of serving its clients. Leaders also scan the horizon for opportunities and threats and respond with appropriate strategies and measures. To be effective, leaders need to stay resilient, have the right mindsets (or attitudes), the right skills and the right support from their organization. This workshop is filled with activities and exercises and it enables your managers and first-time leaders to appreciate their role as a leader. They will learn how to build an environment of high performance in their teams, better manage their own emotions, communicate assertively and tactfully, understand and lead change, and build strong, trusting relationships with their clients. Ask us for details of this intense 3 months-long program.

Emotional Competence

Description

Emotional competence (EC) is the ability to recognize, understand, and effectively manage one's own emotions and those of others. It requires being self-aware and the capacity to regulate emotions in various situations. EC allows leaders to empathize with others, communicate effectively, and build meaningful relationships. It includes skills such as self-awareness, empathy, social intelligence, emotional regulation and managing relationships. EC fosters better decision-making, conflict resolution, and overall well-being. It empowers leaders and managers to navigate all kinds of professional interactions with calmness, empathy and authenticity. Ask us for details of this immersive 1 or 2-day in-person program.

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Program Management

- Program Managers   16 hours
- Change Leaders
- Senior Responsible Officers
- Senior Project Managers
- PMO Leaders

Description

Program Management is one of the most interesting and challenging roles in any company today. To achieve one or more strategic business objectives, companies execute programs that can cost millions of dollars and last for months. Program managers require a tremendous "big picture" orientation, strong leadership, effective stakeholder engagement skills and a relentless focus on benefits realization. Program Managers should learn to see their programs from their stakeholders' vantage and constantly scan their environment for threats and opportunities. Ask us for details of this immersive 2-day in-person program.

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enabling achievement