DeANTS

Learning Catalogue

Growth is the only sign of life



DeANTS
"Your Outsourced Learning and Development Department"

Volume 3: 2026

www.deants.org



Catalogue

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Section 1

EQ & Strengths Based Programmes

EQ Based Leadership

EQ Based Problem Solving and Decesion Making

EQ Based Consultative Selling

Strengths in Sync: Mastering Communication and Collaboration

Be a Strength Based COACH





EQ Based Leadership

BY TRIPAT MEHROTRA

Six Seconds EQFellow Certified EQ Assessor

DeANTS "Your Outsourced Learning and Development Department"

Programme Overview

Discover how to master Emotional Intelligence (EQ) by following the Six Seconds Framework.

Recognise your highest/lowest EQ talents and how to put your EQ talents into action.

Become an expert at interpreting and managing your emotions as a leader.

Build awareness of human dynamics for effective teamwork and leadership.

Topics to be Discussed

- Formula of transformation
- Our turbulent working world
- Leadership fundamentals
- Potential roadblocks for the hospitality leaders
- EQ Introduction
- EQ model (KCG)
- Get access to your Brain Talent Profile
- Brain Talents APPs overview
- As a leader, enhance Emotional Literacy
- Recognise patterns
- Consequential Thinking
- Navigate Emotions
- Intrinsic Motivation & Optimism
- Building Sense of Purpose
- Develop Empathy
- Peruse Nobel Goals
- Draft a personalized action plan to apply EQ principles in their leadership roles.
- Setting goals for continued EQ development and team engagement strategies

Engagement Tools

- Online games
- Group activities
- Videos
- Workbook
- Casestudy
- Pocket cards
- Back to work exercises
- CTR + Alt + Delete Action Plan sheet

EQ Profilers Optional

- Brain Talent Profiler (BTP) or
- Brain Discovery Profile (BDP) or
- SEI Leadership

Length - 1 Day Programme

Face to Face Session - Minimum of 6 to 25 attendees

EQ Based Problem Solving & Decision Making

Emotional intelligence lights the path to wise decisions, turning the complexity of emotions into the clarity of solutions.



Programme Overview

Face complex situations in the VUCA world of today by managing emotions.

Be purposeful when it comes to making decisions, and use all your resources to think creatively and critically. Make sound decisions by knowing your highest and lowest EQ-based talents.

Demonstrate your abilities as a manager to solve work-related problems logically, creatively, resiliently, imaginatively, laterally, and with determination.

Topics to be Discussed

- Left brain vs. Right brain
- Role of a brain in decision-making
- Mind gym
- The functions of the mind
- Self-awareness
- Recognise EQ based talents
- Use EQ based talents in decision-making process
- Problem-solving basics
- Problem classifications
- SOLVES logical analysis
- 5 Why techniques
- Ishikawa – Fish Bone technique
- Brainstorming Techniques
- Questioning techniques
- Kreiner and Christensen – The Consequences Model
- Decision Making fundamentals
- 5 Steps classic approach to decision making
- Plan, Do, Check and Act model (PDCA)
- Dealing with Stakeholders

Engagement Tools

- Online games
- Group activities
- Videos
- Workbook
- Casestudy
- Pocket cards
- Back to work exercises
- CTR + Alt + Delete Action Plan sheet

EQ Profilers Optional

- Brain Talent Profiler (BTP) or
- Brain Discovery Profile (BDP) or
- SEI Leadership

Length - 1 Day Programme

Face to Face Session - Minimum of 6 to 25 attendees



EQ Based - Consultative Selling

EQ in consultative selling transforms sales into connections, guiding every interaction with empathy and insight.

Programme Overview

Importance of EQ in the working world and Discover how to master Emotional Intelligence (EQ)

Recognise your highest/lowest EQ talents and how to incorporate your EQ talents in building your Sales Personality

Become an expert at perceiving emotions, understanding emotions, using emotions, managing emotions

Build awareness of human dynamics for effective selling.

Topics to be Discussed

- VUCA world and the skills required to survive and thrive
- Managing technology storm
- Selling potential roadblocks
- Qualities of an Ultra-High-Performance Sales Professional in today's world
- Build four levels of sales intelligence (IQ, AQ, TQ and EQ)
- Importance of Emotional Intelligence (EQ) in the workplace and the selling world
- EQ framework at work in three steps
- Four Pillars of Sales-Specific (EQ)
- Building self-awareness and recognize your own patterns of behaviour
- Approaching buyers the way they buy
- Asking powerful questions
- Know your customer's reactions (VAK)
- Know your customers buying personality types
- Effectively dealing with them
- Customer Generation Preferences
- Follow (PCRC) Model for Consultative Selling
- Prepare – Skills
- Connect - Selling Skills
- Recommend - Selling Skills
- Commit Selling Skills
- Objection handling Phase Selling Skills
- Role Plays

Engagement Tools

- Online games
- Group activities
- Videos
- Workbook
- Casestudy
- Role Plays
- Pocket cards
- Back to work exercises
- CTR + Alt + Delete Action Plan sheet

EQ Profilers Optional

- Brain Talent Profiler (BTP) or
- Brain Discovery Profile (BDP) or
- SEI Leadership

Length - 2 Days Programme

Face to Face Session - Minimum of 6 to 25 attendees



Strengths in Sync: Mastering Communication and Collaboration

Empower your communication: Unleash your potential with Strengthsscope, where clarity meets strength in every conversation.

Programme Overview

Unlock the power of effective communication with Strengthsscope-based programmes, where your personalized profile highlights your communication strengths and areas for improvement, guiding you towards optimizing your interactions and developing a targeted plan for impactful, clear, and engaging communication.

Topics to be Discussed

- Benefits of Teams & Collaboration
- Building Trust
- Communication Fundamentals
- Importance of a positive narrative in communication
- What are strengths
- Your Strengthscope® profile
- Report overview
- Your Significant 7 strengths
- Optimise your strength
- Bubbling under strengths
- Energy drainers
- Identify your main performance risks
- What happens when that strength goes into OVERDRIVE
- What can you do to minimize the risk relating to ENERGY DRAINERS
- Take action on each other's strengths and ideas to reach a clear decision
- Celebrate the team's achievement
- Interpret the 360 Degree report
- Get clear view on your strengths and risk
- Develop your strength plan

Engagement Tools

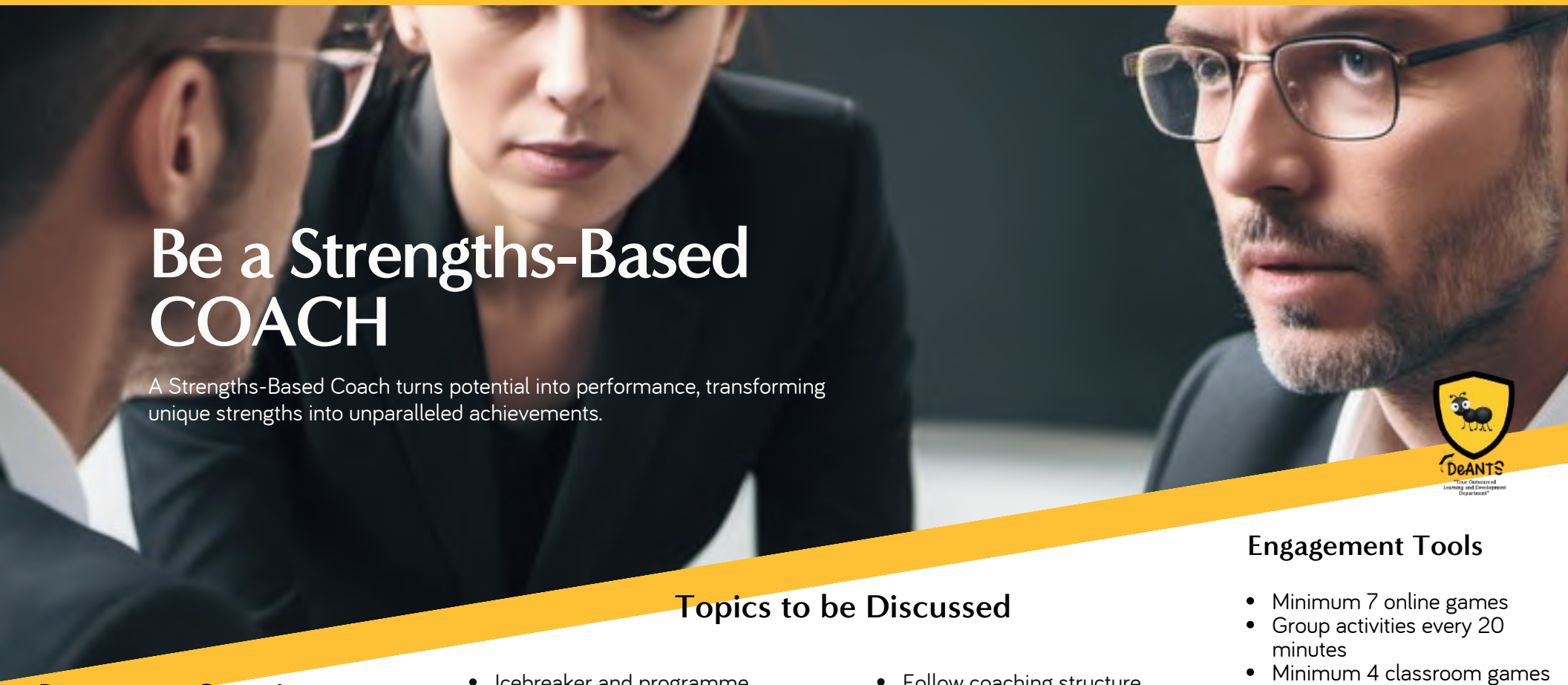
- Minimum 7 online games
- Group activities every 20 minutes
- Minimum 4 classroom games
- Case study
- Role Play
- Videos
- Workbook
- Back to work exercises
- CTR + Alt + Delete Action Plan sheet
- Action plan aligned with skills soft portal

Strengths report Optional

- Get Strengths
- assessment reports and make them aware of their communication preferences (Additional $120 per person)

Face to Face Session - Minimum of 6 to 25 attendees

Strengthscope®



Be a Strengths-Based COACH

A Strengths-Based Coach turns potential into performance, transforming unique strengths into unparalleled achievements.

Programme Overview

Use Strengths techniques for effective coaching discussions. Recognize readiness clues through the four faces of insight. Make One-on-One meetings more meaningful by focusing on your team's strengths and performance risks.

Take action to draw on each other's strengths and ideas to ensure high accountability. Celebrate achievements and review performance for continuous improvement..

Strengthscope®

Topics to be Discussed

- Icebreaker and programme Introduction
- Company's Performance Management Structure
- Importance of One-to-One Feedback
- Performance problem symptoms
- Differentiate between Coaching, Mentoring, Training and Feedback
- When to coach? When to Mentor? When to Train and When to give feedback 7
- Johari window
- Reality cycle
- Circle of control & influence
- Growth Vs. fixed mindset
- Praise Vs. Encouragement Vs. Development Feedback
- Listening/ Summary/ Paraphrasing
- Questioning techniques
- Follow coaching structure
- What are strengths
- Your Strengthscope® profile
- Report overview
- Your Significant 7 strengths
- Optimise your strength
- Bubbling under strengths
- Energy drainers
- Identify your main performance risks
- What happens when that strength goes into OVERDRIVE
- What can you do to minimize the risk relating to ENERGY DRAINERS
- Using Strengths reports in a coaching discussion
- Developing Strengths Plan

Engagement Tools

- Minimum 7 online games
- Group activities every 20 minutes
- Minimum 4 classroom games
- Case study
- Role Play
- Videos
- Workbook
- Back to work exercises
- CTR + Alt + Delete Action Plan sheet
- Action plan aligned with skills soft portal

Strengths report Optional

- Get Strengths
- assessment reports and make them aware of their communication preferences (Additional $120 per person)

Face to Face Session - Minimum of 6 to 10 attendees

Section 2

Personal Effectiveness

DeANTS
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- Building Personal Effectiveness
- Positive Intelligence
- Happiness Your Choice
- Time & Priority Management
- Networking
- Writing Winning Business Case
- DISC - Communication
- Critical Thinking

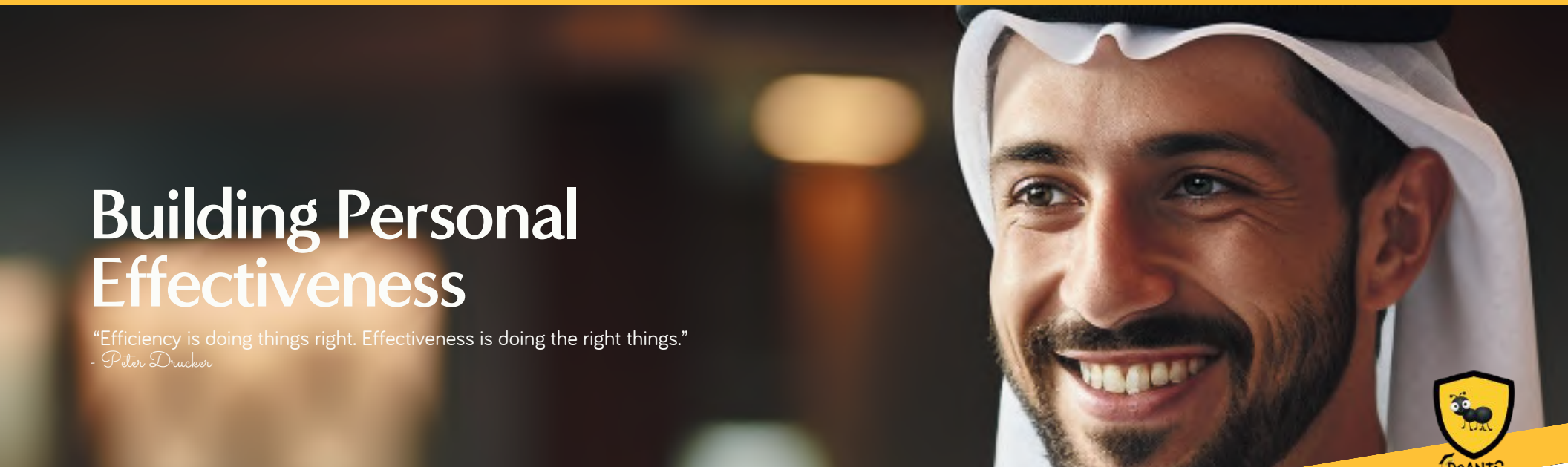
Tale Like TED

PRESENTATION SKILLS PROGRAMME

CPD CERTIFIED
The CPD Certification Service

Programme Attested by CPD





Building Personal Effectiveness

"Efficiency is doing things right. Effectiveness is doing the right things."
- Peter Drucker

Programme Overview

The importance of interpersonal communication and effectiveness in building a personal brand.

In your new job, learn the importance of building a personal brand.

Work with different personalities and present yourself professionally at work to leave a positive first impression.

Topics to be Discussed

- Personal branding & importance of personal branding in the new job
- How to build your personal brand
- Demonstrating your personal brand (Verbal + Visual + Vocal)
- Building Professional First Image
- Interpersonal Communication (Vocal, Voice Tone and Body language)
- DISC Personality Overview
- Deep dive on each style of listening, communication and behaviour patterns
- Flex your communication style with DISC
- Working/communicating across generations/diverse workforce and building a Diversity Quotient (DQ)
- Bridging generations gap
- Build an emotional bank account (to live your personal brand)
- Good vs. Bad Behaviours
- Acting professionally at the workplace
- Build trust (ABCD Model of Trust)
- Ways to help in the workplace
- Five ways to use office politics positively
- Neutralize negative politics
- Managing different stakeholders
- Meeting etiquettes
- Email etiquettes
- Phone etiquettes
- Build self-awareness.
- Give & Receive feedback (Johari window)

Engagement Tools

- Minimum 7 online games
- Group activities every 20 minutes
- Minimum 4 classroom games
- Case study
- Role Play
- Videos
- Workbook
- Back to work exercises
- CTR + Alt + Delete Action Plan sheet
- Action plan aligned with skills soft portal

DISC Assessment Optional

- Get DISC assessment reports and make them aware of their communication preferences (Additional $40 per person)

Face to Face Session - Minimum of 6 to 25 attendees



Positive Intelligence

"Positive Intelligence transforms challenges into opportunities, turning the mind into a powerful ally for success.

Programme Overview

This intensive day is designed to not only introduce you to the concept of Positive Intelligence but also to equip you with the tools and strategies needed to immediately begin applying these principles in your personal and professional life, fostering a mindset geared towards sustained success and well-being.

Topics to be Discussed

- Defining Positive Intelligence (PQ) and its significance.
- Exploring the neuroscience behind PQ.
- Understanding how PQ impacts your performance, relationships, and well-being.
- An interactive session to evaluate individual and team PQ levels.
- Identifying personal saboteurs: the internal enemies of our mental state and performance
- Techniques to intercept and diminish the power of saboteurs.
- Exercises to strengthen the Sage perspective, focusing on empathy, curiosity, and creativity.
- Practical exercises to develop positive mental muscles for everyday resilience and clarity.
- Strategies for fostering a positive and productive team environment.
- Role-play activities to apply PQ in communication, conflict resolution, and collaboration.
- Crafting individual action plans to continue PQ development.
- Setting personal and professional goals aligned with enhanced PQ.

Engagement Tools

- Minimum 7 online games
- Group activities every 20 minutes
- Minimum 4 classroom games
- Case study
- Role Play
- Videos
- Workbook
- Back to work exercises
- Pocket cards
- CTR + Alt + Delete Action Plan sheet
- Action plan aligned

Positive Intelligence Assessment

Get Positive Intelligence assessment reports and make them aware of their communication preferences.

Face to Face Session - Minimum of 6 to 25 attendees

Happiness Your Choice

"Choose joy, shape your journey—Happiness is Your Choice."



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Programme Overview

Discover the transformative power of positivity in our programme, where we explore the crucial link between happiness and survival, and the impact of attitude on well-being.

Learn to assess your happiness and attitude, shift negative self-talk to positive pathways, and embrace strategies and activities that cultivate gratitude and a positive outlook, enhancing both personal and professional spheres.

Topics to be Discussed

- Ice Breaker – Yoga (20 Minutes)
- Introduction to the concept of happiness.
- The relationship between happiness and survival
- Exploring the impact of attitude on happiness.
- Assessing personal happiness and attitude levels
- Choosing & cultivating Positive Attitude
- Identifying patterns of negative self-talk.
- Understanding the psychological effects of self-talk on happiness.
- Strategies for recognizing and shifting negative attitude.
- Activities to practice gratitude and positive outlook.
- Understanding the concept of positive intelligence and its relevance to happiness.
- Exploring the 9 common Saboteurs (Judge, Avoider, Controller, etc.) and identifying which ones you struggle with.
- Understanding how Saboteurs affect decision-making, stress management, relationships, and happiness.
- Learning about the Sage (positive mental framework) and its five powers (Empathize, Explore, Innovate, Navigate, Activate).

Engagement Tools

- Online games
- Group activities
- Videos
- Workbook
- Casestudy
- Pocket cards
- Back to work exercises
- CTR + Alt + Delete Action Plan sheet

Length - 1 Day Programme

Face to Face Session - Minimum of 6 to 25 attendees

Effective Time & Priority Management



"Either run the day or the day runs you".

Jim Roan

Programme Overview

Learn how to organise and plan your time so that you can accomplish your goals.

Learn how to focus on priorities and establish realistic boundaries. Recognize and deal with time-wasters. Improve concentration and efficiency.

Break indecision and procrastination habits. Use technology to help manage time and create and recharge positive energy.

Topics to be Discussed

- Time Management Fundamentals
- Shift Focus from Managing Time to Managing Self
- Identify Typical Time Wasters
- Know your Time Personality
- Urgent Vs. Important
- Pareto Analysis
- Define Goals Based on Your Role
- Establish Important and Valid Priorities
- Create a Realistic and Productive Schedule
- Energy curve
- Circadian Rhythm
- Build both Productivity and Efficiency
- Overcome Procrastination
- Manage Technological Distractions
- Attend Meetings with Purpose and Add Value
- Manage Interruptions from Others
- Prioritize and Choose Activities to Balance Life and Work
- Create Your Own "No" Script

Engagement Tools

- Online games
- Group activities
- Classroom game
- Videos
- Roleplays
- Workbook
- Back-to-work exercises
- CTR + Alt + Delete Action Plan sheet

Length - 1 day.

Face to Face Session - Minimum of 6 to 25 attendees



Networking

Your network is your net worth

Porter Gale

Programme Overview

Build and maintain effective networks by equipping participants with the necessary knowledge and skills.

Improve participants' ability to network with peers, mentors, and potential business partners.

Encourage personal and professional growth through effective networking strategies.

Topics to be Discussed

- Understanding Networking
- Types of Networks
- Building a Networking Mindset
- Social Capital Theory
- Networking Goals
- Social Penetration Theory
- Self-Presentation
- Networking Etiquette
- Impression Managemen
- Effective Communication
- DISC Communication
- Elevator Pitch
- Politeness
- Online Networking
- Building and Managing Contacts

Engagement Tools

- Online games
- Group activities
- Classroom game
- Videos
- Roleplays
- Workbook
- Back-to-work exercises
- CTR + Alt + Delete Action Plan sheet

Length - 1 day.

Face to Face Session - Minimum of 6 to 25 attendees



Writing Winning Business Case

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Programme Overview

Become familiar with your company's funding process. Practice the art of persuasion. Develop your skills in writing a persuasive Business Case.

Describe how to assess risk and opportunity. Consider the importance of a flexible business plan built around execution.

Develop a detailed understanding of the art of pitching your project professionally. Communicate your case persuasively.

Programme Structure

- Virtual Session - 4 hours. Spread over 2 days
- Virtual Session - Minimum of 6 to 15 attendees
- Face to Face Session - 6 hours.
- Face to Face Session - Minimum of 6 to 25 attendees

Programme Outcome

- Give logical reasons for undertaking a project, program, or portfolio.
- Give a rationale for the preferred solution.
- Make critical decisions with confidence.
- Speed up the decision-making process
- Develop action plans and implement the project successfully.

Critical Thinking

Critical thinking is not a magical cure, but a habit to question and a desire to understand



Programme Overview

Enhance your ability to analyze, evaluate, and create arguments across various contexts.

Through a blend of theoretical instruction and practical application, participants will develop key critical thinking skills, including logical reasoning, decision-making, and effective communication.

Topics to be Discussed

- Overview of critical thinking
- Importance of critical thinking in various aspects of life
- Introduction to the elements of reasoning (purpose, question at issue, assumptions, implications, information, concepts, interpretations, and conclusions)
- Discussion on the stages of critical thinking development
- Self-assessment of current critical thinking stage
- Identification of barriers (cognitive biases, emotional influences, etc.)
- Strategies to overcome these barriers
- Basics of logical reasoning
- Recognizing logical fallacies
- Analyzing arguments
- Evaluating evidence and sources of information
- Techniques for creative problem-solving
- Divergent vs. convergent thinking
- Structure of a well-formed argument
- Strength and validity of arguments

Engagement Tools

- Online games
- Group activities
- Classroom game
- Videos
- Roleplays
- Workbook
- Back-to-work exercises
- CTR + Alt + Delete Action Plan sheet

Length - 1 day to 2 days.

Face to Face Session - Minimum of 6 to 25 attendees



Tale Like TED

Presentation Skills Programme

DeANTS
"Your Outsourced Learning and Development Department"

Programme Overview

Create presentations from scratch and deliver them with more confidence.

Follow the structure of creating and delivering the presentation

Discover the art of storytelling for business presentations.

Develop your ability to communicate persuasively and create new opportunities for yourself or your business.

Programme Structure

Virtual Session - 12 hours. Spread over 4 days

Virtual Session - Minimum of 6 to 10 attendees

Face to Face Session - 12 hours.

Face to Face Session - Minimum of 6 to 10

Programme Outcome

- Build outstanding presentations
- Add punch, presence, projection, and powerful finish to your speech
- Speak for success
- Present your confident image
- Access your presentation performance report

Section 3

Leadership & Management Development Programmes

- Leader in Me
- First Time Managers
- Accountability
- Growth Focus Leader
- Behaviour Based Interviewing
- Performance Management
- Be a Mentor
- DISC - Communication



Leader in Me

Lead, inspire, transform; unlock the visionary within by mastering the art of adaptive leadership and relational wisdom.



DeANTS
"Your Outsourced Learning and Development Department"

Programme Overview

Unveil the essence of John Maxwell's leadership philosophy in this programme, discovering your leadership style across his Five Levels, and learning to enhance your effectiveness. Dive into the nuances of relationship-building, communication, and motivation while exploring Goleman's leadership dynamics to tailor your approach to any situation. Cultivate your ability to lead with empathy, coach for peak performance, and inspire as a visionary, all while fostering democratic engagement in decision-making processes. This is your path to transformative leadership!

Topics to be Discussed

- Identify and summaries John Maxwell's leadership philosophy and principles.
- Deep dive into 5 levels of leadership and discover your own preference.
- Apply practical insights on how to progress through the levels and increase leadership effectiveness.
- Adapt leadership approaches to different situations and individuals.
- State the significance of relationships in leadership.
- Restate the emphasis on the role of communication in leadership.
- Praise and motivate your colleagues to showcase your Reward Powers
- Explain how Goleman's leadership model works and how to flex your leadership style based on the operation's needs.
- Apply Affiliative Leadership style at work.
- Ask Coaching questions to build Coaching Leadership Style
- Demonstrate how to be inspiring and a Visionary leader.
- Encourage team participation in decision-making by practicing Democratic Leadership Style.

Engagement Tools

- Online games
- Group activities
- Videos
- Workbook
- Casestudy
- Pocket cards
- Back to work exercises
- CTR + Alt + Delete Action Plan sheet

Length - 1 Day Programme

Face to Face Session - Minimum of 6 to 25 attendees

First Time Managers

First-time managers: the architects of tomorrow's leadership, building on the foundation of today's lessons.



Programme Overview

The First-Time Managers Program is a concise 4-day workshop focused on transitioning new leaders from team members to motivational managers.

It covers effective communication, team dynamics, performance enhancement, and strategic thinking, equipping them with the skills to inspire and lead their teams to success.

Topics to be Discussed

- Managing in the VUCA world
- Utilising given resources to the best
- Transitioning to Management
- Key differences between being an individual contributor and a manager
- Understanding the responsibilities and expectations of a manager
- Support and Challenge Matrix
- Follow-ups and its importance
- Management Powers and flexing those management powers to effective managers
- Fundamentals of effective communication
- Active listening and providing feedback
- Understanding team development stages
- Techniques for motivating and engaging team members
- Delegation and Time Management
- The art of delegating effectively
- Strategies for managing time and priorities as a manager
- Conflict Resolution Strategies
- Managing Performance fundamentals
- Feedback Vs. Feedforwards
- Praise Vs. Recigntion
- Motivational tools and tips
- Role of Empathy

Engagement Tools

- Online games
- Group activities
- Videos
- Workbook
- Casestudy
- Pocket cards
- Back to work exercises
- CTR + Alt + Delete Action Plan sheet

Length - 1 to 5 Days Programme

Face to Face Session - Minimum of 6 to 25 attendees



Accountablity

Accountability in leadership is not just about tasks completed; it's the pledge of integrity to oneself and responsibility towards others

DeANTS
"Your Outsourced Learning and Development Department"

Programme Overview

Unveil the essence of John Maxwell's leadership philosophy in this programme, discovering your leadership style across his Five Levels, and learning to enhance your effectiveness.

Dive into the nuances of relationship-building, communication, and motivation while exploring Goleman's leadership dynamics to tailor your approach to any situation. Cultivate your ability to lead with empathy, coach for peak performance, and inspire as a visionary, all while fostering democratic engagement in decision-making processes. This is your path to transformative leadership

Topics to be Discussed

- Introduction to Accountability Leadership and the day's goals.
- Exploring the nature of management power and its ethical use.
- Assessing personal management style and its impact on accountability.
- Strategies for using management power to empower teams and individuals.
- Case studies demonstrating effective power dynamics.
- Deep dive into Ownership, Accountability, Responsibility, Boundaries, Empowerment, and Duty.
- Interactive session: How each component of OARBED contributes to effective leadership,
- Practical exercises and role-playing to apply the OARBED model in real-world situations.
- Clarifying the distinction between responsibility and accountability.
- Role-playing exercises to practice resolving accountability vs. responsibility dilemmas.

Engagement Tools

- Online games
- Group activities
- Videos
- Workbook
- Casestudy
- Pocket cards
- Back to work exercises
- CTR + Alt + Delete Action Plan sheet

Length - 1 Day Programme

Face to Face Session - Minimum of 6 to 25 attendees



Growth-Focused Leader

How the best leaders make everyone smarter

DeANTS
"Your Outsourced Learning and Development Department"

Programme Overview

Leverage the talents and capabilities of team members to enable leaders to become multipliers.

Create an organisational culture that promotes collaboration, innovation, and continuous learning.

Enhance leadership effectiveness and team performance.

Topics to be Discussed

- Learning about leadership: Gaining a deeper understanding of how leadership affects team productivity and morale.
- Diminishers vs. Multipliers: Comparing and contrasting their characteristics.
- The Multipliers Effect: Case studies and real-world examples of leaders who have successfully applied Multipliers principles.
- Assessing Your Leadership Style: Self-assessment and reflection on current leadership behaviours.
- Improving Productivity and Engagement
- Explore methods leaders can use to coach, stretch, and support the growth of people around them.
- Examine how your leadership approach affects motivation, adaptability, trust, team culture, and performance.
- Strengthen the ability to work effectively with your manager by using thoughtful, constructive, and capability-building behaviours.

Engagement Tools

- Online games
- Group activities
- Videos
- Workbook
- Casestudy
- Pocket cards
- Back to work exercises
- Productivity and Engagement Action Guide
- CTR + Alt + Delete Action Plan sheet

Length - 1 Day Programme

Face to Face Session - Minimum of 6 to 25 attendees



Behaviour-Based Interviewing for Better Hiring Decisions

Move beyond first impressions. Hire through evidence.
Programme Overview

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Programme Overview

This programme helps hiring managers and interviewers make stronger selection decisions by using structured, behaviour-based interviewing techniques.

It focuses on asking the right questions, screening candidates more effectively, listening for evidence, and assessing responses with greater fairness and consistency.

Topics to be Discussed

- Understand the difference between attracting candidates and selecting the right fit.
- Explore why hiring should go beyond skill and first impression to behaviour, fit, and evidence.
- Learn how a structured approach improves consistency, fairness, comparability, and decision quality.
- Clarify the role requirements, identify the right fit, and prepare to assess the behaviours that matter most.
- Spot relevance, credibility, gaps, weak evidence, and areas that need probing in interview.
- Understand different question types and why behaviour-based questions should carry the most weight in hiring decisions.
- Behaviour-Based Interviewing in Practice
- Listening, Probing, and Avoiding Bias
- Managing the Interview Professionally
- Assessing Responses with Greater Confidence

Engagement Tools

- Online games
- Group activities
- Videos
- Workbook
- Casestudy
- Practicum Session
- Listening and Probing Reminder Card
- Individual Readiness Meter
- Back to work exercises
- Behaviour-Based Question Bank
- CTR + Alt + Delete Action Plan sheet

Length - 1 and half Day Programme

Face to Face Session - Minimum of 6 to 12 attendees



Be a Mentor

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Programme Overview

Identify the mentor's and the mentee's roles. Provide an overview of mentoring's four phases. Discuss how mentoring essentials should be implemented.

Describe how to help the Mentee get un-stuck in situations and feelings. Describe how Mentoring can be successful.

List five developmental theories and explain how they are applied to mentoring relationships.

Programme Structure

- Virtual Session - 6 hours. Spread over 2 days
- Virtual Session - Minimum of 6 to 10 attendees
- Face to Face Session - 8 hours. Spread over 2 days
- Face to Face Session - Minimum of 6 to 25 attendees

Programme Outcome

- Maximize the potential of employees
- Self-assurance
- Feeling fulfilled at work
- Inspiration
- Self-awareness
- Contentment at work
- Promotional prospects
- A sense of loyalty to the company



DISC - Communication

Mastering crucial conversations is mastering the art of influence—every word can turn tides.

Programme Overview

Interpret the VUCA world challenges. Discuss the role of communication in the VUCA world.

Work on your communication skills to work with team and the customers

Be aware of each other's communication preferences based on the DISC Style. Solve the escape room challenge and discover the value of teams interacting and sharing data with other teams (cooperation, not rivalry)

Know your and your team's strength. Build a sense of shared purpose and trust. Recognise your energy drainers and communicate more openly with the team.

Topics to be Discussed

- Teamwork and collaboration in a VUCA world
- Differentiation between Groups Vs. Teams Vs. Collaboration Vs. Cohesiveness
- Communication fundamentals with customers & team
- Interpersonal Communication (Vocal, Voice Tone and Body language)
- Working/communicating across generations and building a Diversity Quotient (DQ)
- Communication tone (accusing vs assertive.
- DISC communication style
- Deep dive into each style
- Listening tips and strategies
- Flexing your communication with each style

Engagement Tools

- Online games
- Group activities
- Classroom game
- Videos
- Roleplays
- Workbook
- Back-to-work exercises
- CTR + Alt + Delete Action Plan sheet

Length - 1 day.

Face to Face Session - Minimum of 6 to 25 attendees

Managing Change

Change is the canvas of progress—embrace it, and paint the future with bold strokes of innovation and resilience.



Programme Overview

Embark on a journey through the dynamics of change with our programme, starting with an icebreaker to share change experiences.

Dive into change management fundamentals and the Nokia case study to understand change's inevitability and nature.

Engage with the ADKAR model and self-assess readiness for change while developing strategies to overcome resistance and lead effectively.

Learn detailed planning for seamless organizational transitions, equipping managers with strategies for guiding teams confidently through change.

Topics to be Discussed

- Icebreaker activity to share personal experiences with change.
- Introduction to the concept of change management and its importance.
- Navigating the Waves of Change: The Nokia Odyssey
- Discussion on the nature of change and its inevitability in both personal and professional contexts.
- Exploration of common responses to change and the psychological impact on individuals.
- Activity: Self-assessment on personal change readiness.
- Identifying the reasons behind resistance to change.
- Strategies for overcoming personal and organizational resistance
- The role of leadership in change management.
- How to plan for change
- How managers can introduce effective change strategies
- How to identify potential problems for staff undergoing change
- Importance of detailed forward planning

Engagement Tools

- Online games
- Group activities
- Classroom game
- Videos
- Roleplays
- Workbook
- Back-to-work exercises
- CTR + Alt + Delete Action Plan sheet

Length - 1 day.

Face to Face Session - Minimum of 6 to 25 attendees

Think Blue Ocean

Competing but not growing? Time to Think Blue Ocean



Programme Overview

Whether you are in a resource crunch situation, part of a shrinking profit pool, struggling to retain your guests, motivate your colleagues, or give ROI to your owners, Think Blue Ocean Programme will help you create new ideas and concepts that will benefit your operations.

Learn how to create recognition schemes and drive Think Blue Ocean Behaviors at the department level.

Topics to be Discussed

- Clarify the Blue Ocean analogy
- Difference between Red Ocean Vs Blue Ocean
- Leadership traits of a Think Blue Ocean Leader
- Behaviors required to Innovate and Think Blue Ocean
- Difference between Innovation and Think Blue Ocean
- Identifying Thinking Patterns
- Disruptive Innovation and Nondisruptive Creation
- Six steps to scan the environment before you prepare a Blue Ocean Idea
- Case Study Overview
- Working as a team and team forming stage
- Team roles
- Case Study Preparation
- Case Study Presentation
- Case Study Conclusion

Engagement Tools

- Online games
- Group activities
- Classroom game
- Videos
- Roleplays
- Workbook
- Casestudy
- Back-to-work exercises
- CTR + Alt + Delete Action Plan sheet

Length - 1 day.

Face to Face Session - Minimum of 6 to 25 attendees

Section 4

Performance Management

Crucial Conversations

Performance Management

Be a Performance COACH





Crucial Conversations

Mastering crucial conversations is mastering the art of influence—every word can turn tides.

Programme Overview

Explore the landscape of high-stakes communication in our Crucial Conversations Programme for leaders and supervisors, designed to equip you with the tools to identify personal triggers and master pivotal workplace interactions.

Engage in dynamic exercises to plan and navigate crucial discussions, while developing strategies to differentiate between responsibility and accountability. Enhance your conversational impact with hands-on role-play, concluding with the creation of a personalized action plan to transform dialogue into powerful leadership tools.

Topics to be Discussed

- Establish a foundation of open communication.
- Defining crucial conversations and their importance in leadership and supervision.
- Tools for anticipating and preparing for potential crucial conversations.
- Creating a step-by-step plan for navigating high-stakes discussions.
- Identifying triggers and preparing for pivotal interactions in the workplace.
- How to stay in dialogues when you are angry, scared or hurt.
- How to stay focused on what you really want
- How to speak persuasively not abusively
- Differentiate with accusing Vs. assertive language
- Exercises in active listening, emotion regulation, and expressing complex ideas succinctly and respectfully.
- How to be reselient when hearing tough feedback.
- How to turn crucial conversations into action and results.
- Crafting actionable steps for implementing crucial conversation techniques in real-world scenarios.

Engagement Tools

- Online games
- Group activities
- Classroom game
- Videos
- Roleplays
- Workbook
- Back-to-work exercises
- CTR + Alt + Delete Action Plan sheet

Length - 1 day.

Face to Face Session - Minimum of 6 to 25 attendees



Performance Management

Gardening That Matters

"WHEN YOU ARE SURROUNDED BY PEOPLE WHO SHARE A PASSIONATE COMMITMENT AROUND A COMMON PURPOSE ANYTHING IS POSSIBLE".

- Howard Schultz, Businessman & CEO of Starbucks

Programme Overview

Understanding basics of performance management through a gardening metaphor.

Growing plants is simply a matter of creating conditions conducive to their growth. When these conditions are maintained, plants will flourish. Management should take the same approach, creating a positive work environment.

Create environment of managing performance through acknowledging, rewarding and enhancing performance.

Topics to be Discussed

- Creating the right environment - Through a gardening metaphor
- Top 6 Internal Environment roadblocks
- Use the Passion Pyramid to boost employee engagement
- Building Trust at the workplace with colleagues and teammates
- Active Vs. Empathetic Listening
- Johari Window - Self-Awareness tool
- Conscious incompetence ladder
- Feedback Vs. Coaching Vs. Counselling Vs. Training
- When to Coach, When to give Feedback, When to Discipline, When to Train
- Recording Evidence - Monitoring the health of your garden
- Aligning colleagues with the Hotels Vision, Mission, Objectives, Values (VMOSA) structure
- Personal Value Inventory mapping with your organisational Values
- Motivate them by giving SMART Goals
- Use Follow up techniques
- Use Different Learning Styles (VAK) to Train
- Build high-performance team - 4 Stages of team growth
- Tips for collaborating using Belbin's Team Roles Styles

Engagement Tools

- Online games
- Group activities
- Classroom game
- Videos
- Workbook
- Back-to-work exercises
- CTR + Alt + Delete Action Plan sheet

Length - 1 day.

Face to Face Session - Minimum of 6 to 25 attendees



Performance Management

Be a Performance COACH

"Performance coaching: where feedback meets ambition, transforming goals into achievements."

Programme Overview

As today's leader you must be able to influence and empower rather than order, tell what to do, or do it themselves.

Use EQ techniques while coaching. Recognize clues of colleague readiness for effective coaching discussion through four faces of insight.

Outline the steps involved in conducting a coaching discussion. Describe the steps for conducting a follow-up meeting.

- Define Coaching and differentiate between Coaching, Mentoring, Training and Feedback
- Identify Coaching Competencies
- Job Performance
- Performance Problem Symptoms
- Reverse coaching and It's the importance
- When to coach and when not to
- Theories on Coaching (Johari Window, Reality Cycle)
- EQ and coaching
- Using EQ profilers while coaching on talents and EQ-based skills
- Four faces of Insight
- Questions of coaching
- Dance of Insight
- 4 steps to follow while conducting coaching meeting
- Follow the COACH model to have coaching interactions
- Outline the structure and techniques of conducting a coaching discussion and demonstrate them in role-play scenarios
- Prepare an action plan highlighting at least five areas of your strength or development needs
- Tips of conducting 1 to 1 Meeting

Engagement Tools

- Online games
- Group activities
- Classroom game
- Videos
- Workbook
- Back-to-work exercises
- CTR + Alt + Delete Action Plan sheet

Length - 1 day.

Face to Face Session - Minimum of 6 to 25 attendees

Section 5

Train The Trainer

Hands-On Trainer

Ace Trainer

CPD CERTIFIED
The CPD Certification Service
Programme Attested by CPD





Hands-On Trainer

Establish your foundations of writing, and establishing department standards

Programme Overview

A Hands-On Trainer (HOT) develops management skills in a structured way. This program focuses on breaking down tasks, writing SOPs, conducting on-the-job training, communicating standards, and recording and evaluating effectiveness.

Through this programme, you will learn skills and gain access to tools that will help you set up an On-the-Job Training structure at your workplace and establish your department.

Our Hands-On Trainer Development programme provides comprehensive training for your team and offers them CPD accreditation.

Topics to be Discussed

- Introduction to on-job training
- Benefits of on-job training
- Vicious cycle – Why on-job training is missed
- Identifying learning needs
- Closing the performance gap
- Methods of conducting on-job training
- Defining job description
- Creating task list
- Creating SOPs
- Creating new job role
- HOT Trainer structure (CSS) 10 steps process
- Create Curiosity, Communicate Standards and Check Standards
- 2 practicum sessions 1 to 6 participants (10 to 15 minutes roleplay) with 15 to 20 minutes feedback from the trainer
- Prepare action plan for next day's session
- Describing how people learn in the workplace
- Identifying a range of development methods used to develop people
- Following a systematic development cycle of planning, implementing and reviewing
- Defining the terms 'review' and 'evaluation'
- Discussing how to evaluate individual development activities

CPD CERTIFIED
The CPD Certification Service
Programme Attested by CPD

DeANTS
"Your Outsourced Learning and Development Department"

Engagement Tools

- Pre-Assessment Tool
- Online games
- Group activities
- Videos
- Practicum sessions
- Coaching reports
- Workbook
- Back to work exercises
- CTR + Alt + Delete Action Plan sheet
- Post-course assignment

Programme Details

Length - 4 hrs.

Face to Face Session - Minimum of 6 to 15 attendees



Ace Trainer

Learn how to create and conduct Effective, Efficient, and Engaging Soft Skills programmes

Programme Overview

This program is designed to help you improve your skills in delivering effective classroom training. We will provide you with a comprehensive framework that includes setting clear learning objectives, conducting thorough research on relevant topics, identifying and catering to different learning styles, choosing an appropriate training flow, evaluating the progress of your learners, and incorporating real-world examples and storytelling techniques to make your sessions more engaging and memorable. Our goal is to equip you with the latest training techniques and tools so that you can become a top-notch trainer in today's dynamic and ever-changing world.

Topics to be Discussed

- Difference between Soft Skills Training, Lectures, Presentations, and On-Job Skills Training
- Training Trends, Information age demand, accelerated learning, Right brain and left-brain model
- VAK learning style model
- Accommodating all learning styles
- Mind Mapping
- Soft Skills Training Structure: INTRO, Engage and Reflect (IER) Model
- Three Phases of Soft Skills Training Session
- Basic Strategies for Communicating Learning Content
- Three Steps in Designing the Development Phase
- Build mini session on keyword (ERS Model) Explain, Reinforce and Sell it
- Adding questions
- Preparing good quality Visual Aids
- Managing the Group
- Add online games
- Add classroom games
- Define the terms 'review' and 'evaluation' and explain their relevance to learning & development.
- 2 Practicum Sessions

CPD CERTIFIED
The CPD Certification Service
Programme Attested by CPD

DeANTS
"Your Outsourced Learning and Development Department"

Engagement Tools

- Pre-Assessment Tool
- Online games
- Group activities
- Videos
- Practicum sessions
- Coaching reports
- Workbook
- Back to work exercises
- CTR + Alt + Delete Action Plan sheet
- Post-course assignment

Programme Details

Length - 3 Days

Face to Face Session - Minimum of 6 to 8 attendees

Section 6

Hospitality Skills

Building Your Hospitality Brand with Emotional Intelligence

Moment of Truth

The Art of Guest Connection

Service Recovery

Consultative Upselling

F&B & Housekeeping Coaching Camp

Desigining SOPs





Building Your Hospitality Brand with Emotional Intelligence

SERVICE IS WHAT YOU DO. HOSPITALITY IS HOW YOU MAKE PEOPLE FEEL.

Length - 4 Hours

Face to Face Session - Minimum of 6 to 25 attendees

DeANTS
"Your Outsourced Learning and Development Department"

Programme Overview

This 4-hour programme helps colleagues understand how their attitude, emotional intelligence, body language, and daily guest interactions shape their personal hospitality brand.

It focuses on moving beyond transactional service to creating warm, positive, and memorable guest experiences.

Module Outline

- The Current Working World and Why Hospitality Matters
- From Service to Hospitality
- Emotional Intelligence fundamentals in building positive Guest Experience
- Identify how attitude, emotions, and behaviour shape your hospitality brand.
- Learn simple ways to stay positive during busy moments through self-talk, optimism, managing triggers, and calm body language.

Module Objectives

- Explain the difference between service and hospitality, and customer and guest.
- Recognise the role of emotional intelligence in creating positive guest experiences.
- Identify how attitude, emotions, and behaviour influence their hospitality brand.
- Apply simple techniques to regulate emotions and stay positive during busy moments.

Engagement Tools

- Online games and Group activities
- Branded PPT Deck
- Videos
- Workbook
- Self-Assessments
- My Hospitality Brand Card
- Pocket cards
- Back to work exercises
- Staying Positive Under Pressure Tips Sheet
- Service Grace Phrase Bank
- CTR + Alt + Delete Action Plan sheet



Moments of Truth

PERSONALISING THE GUEST EXPERIENCE

Length - 4 Hours

Face to Face Session - Minimum of 6 to 25 attendees

DeANTS
"Your Outsourced Learning and Development Department"

Programme Overview

This 4-hour programme focuses on the guest journey and the service touchpoints where small actions create lasting impressions.

It helps participants personalise interactions, use language and body language with grace, and handle guest moments warmly even under pressure.

Module Outline

- Moment of Truth and the Guest Journey
- Personalising Everyday Interactions
- Practise calm body language and tone during busy moments through stance, open palms, eye level, and pace
- Using the 10/5 Rule with Warmth
- Use graceful words, ice-breaking questions, and simple communication techniques to create comfort and connection.

Module Objectives

- Explain the meaning of a moment of truth and its impact on the guest experience.
- Identify key guest journey touchpoints where service impression is created or lost.
- Recognise the importance of personalising interactions through names, questions, and thoughtful communication.
- Apply simple ways to personalise guest interactions using a practical playbook of ideas.
- Use the 10/5 rule, acknowledging statements, and language of grace to create warm guest connections.

Engagement Tools

- Online games and Group activities
- Branded PPT Deck
- Videos
- Workbook
- Self-Assessments
- Case Study
- Moments of Truth Checklist
- Personalisation Playbook Card
- Guest Journey Mapping
- Language of Grace Phrase Bank
- Service Grace Under Pressure Reminder Card
- CTR + Alt + Delete Action Plan sheet



The Art of Guest Connection

LISTENING WITH CARE TURNS SERVICE INTO MEANINGFUL CONNECTION.

Length - 4 Hours

Face to Face Session - Minimum of 6 to 25 attendees

DeANTS
"Your Outsourced Learning and Development Department"

Programme Overview

This 4-hour programme focuses on helping participants manage different styles of guest interactions with greater presence, empathy, and confidence.

It strengthens listening skills, empathetic communication, and service grace to create more natural, human, and meaningful guest connections.

Module Outline

- Manage standard, impromptu, and guest-led guest interactions more effectively.
- Strengthen active listening through verbal and non-verbal listening behaviours.
- Use acknowledging statements to make guests feel seen, heard, and valued.
- Understand empathy vs. sympathy and use empathetic listening in guest conversations.
- Use appropriate body language, tone, and words to build natural rapport with guests.

Module Objectives

- Recognise different styles of guest interactions, including standard, impromptu, and guest-led engagements.
- Apply key active listening techniques in guest interactions.
- Use acknowledging statements with warmth and service grace.
- Identify the difference between empathy and sympathy in hospitality situations.
- Demonstrate empathetic listening and responses.
- Practise mirroring to build stronger guest connection.

Engagement Tools

- Online games and Group activities
- Branded PPT Deck
- Videos
- Workbook
- Self-Assessments
- Role plays
- Acknowledging Statements Phrase Bank
- Empathy Builder Sheet
- Guest Connection Tip Card
- CTR + Alt + Delete Action Plan sheet



Service Recovery with Confidence

CALM THE STORM: STAYING CALM AND IN CONTROL

Length - 4 Hours

Face to Face Session - Minimum of 6 to 25 attendees

DeANTS
"Your Outsourced Learning and Development Department"

Programme Overview

This 4-hour programme helps participants handle guest complaints with greater calm, confidence, and clarity.

It focuses on knowing what they can resolve, when to escalate, how to use service recovery tools, and how to respond with empathy, ownership, and professionalism.

Module Outline

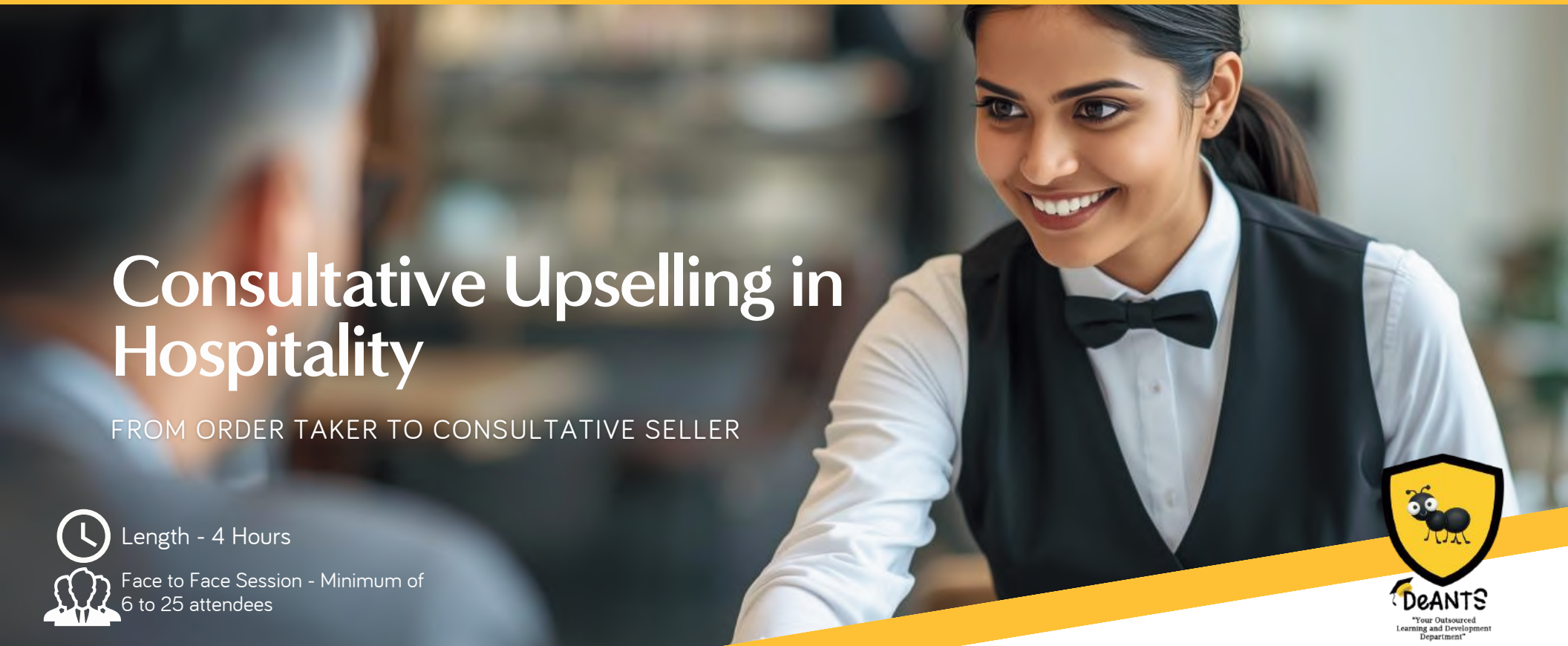
- Understand the importance of staying calm during difficult guest moments.
- Use the complaint bucket to identify what you can manage and what needs to be passed to seniors.
- Clarify what can be authorised immediately and what requires approval
- Use the RASA model to listen fully and respond with more focus and controll
- Matching the Right Gesture to the Right Moment
- Practise a clear service recovery approach through Hear, Empathise, Apologise, Resolve, Thank, and Follow-up.

Module Objectives

- Recognise the importance of staying calm and professional during complaint situations.
- Identify which complaints they can handle directly and which should be escalated.
- Explain the limits of their empowerment and what gestures they can authorise.
- Apply the RASA model to listen with focus and calm difficult situations.
- Use a gesture menu appropriately by matching the right gesture to the guest impact.

Engagement Tools

- Online games and Group activities
- Branded PPT Deck
- Videos
- Workbook
- Self-Assessments
- Role plays
- Complaint Bucket Sort
- Gesture Match Challenge
- Complaint Bucket Guide
- Empowerment and Gesture Menu Card
- RASA Reminder Card
- HEART Service Recovery Card
- CTR + Alt + Delete Action Plan sheet



Consultative Upselling in Hospitality

FROM ORDER TAKER TO CONSULTATIVE SELLER

Length - 4 Hours

Face to Face Session - Minimum of 6 to 25 attendees

DeANTS
"Your Outsourced Learning and Development Department"

Programme Overview

This programme helps participants build confidence in suggesting, recommending, and upselling in a natural and guest-friendly way.

It focuses on understanding the difference between selling styles, strengthening product knowledge, communicating benefits clearly, and handling objections with more ease.

Module Outline

- Suggesting and Recommending with the Right Tone
- Understand the difference between selling, upselling, and consultative selling in hospitality.
- Recognise the shift from simply taking orders to confidently guiding guest choices.
- Strengthen product knowledge and understanding to recommend with more confidence and credibility.
- Creating Suggestive Selling Statements
- Mentioning Benefits, Not Just Features
- Respond to hesitation or resistance in a calm, positive, and professional way.

Module Objectives

- Recognise the importance of tone when suggesting and recommending to guests.
- Explain the difference between selling, upselling, and consultative selling.
- Identify the difference between being an order taker and a consultative seller.
- Build stronger product knowledge to support confident recommendations.
- Create simple suggestive selling statements suited to their role.
- Handling Objections with Confidence.

Engagement Tools

- Online games and Group activities
- Branded PPT Deck
- Videos
- Workbook
- Self-Assessments
- Role plays
- Suggestive Selling Phrase Bank
- Product Benefit Builder Card
- Objection Handling Tips Card
- CTR + Alt + Delete Action Plan sheet



F&B Coaching Camp

PRACTISE THE FLOW. ELEVATE THE EXPERIENCE

DeANTS
"Your Outsourced Learning and Development Department"

Programme Overview

This coaching camp is a hands-on practicum designed to strengthen the full F&B service flow through guided role plays, mystery shopper-based practice, and individual coaching feedback.

It focuses on moving from transactional service to more connected, confident, and standards-led guest experiences across every touchpoint.

Module Outline

- Refresher on the expected F&B service style
- Recap of mystery shopper criteria and key service touchpoints
- Mindset shift: from transactional service to guest connection

Full Service Flow Practice

- Telephone handling
- Reservation handling and booking flow
- Welcoming and escorting guests
- Carrying trays professionally
- Taking orders with confidence and connection
- Serving food with correct sequence and grace
- Serving beverages professionally
- Clearing tables efficiently and courteously
- Interacting with guests throughout the experience
- Closing the interaction positively

Role Plays with Individual Assessment

- End-to-end service role plays
- Individual assessment sheets used during observation
- Rubrics-based coaching feedback against service criteria
- Feedback on strengths, gaps, and consistency of standards

Mystery Audits to check the retention

Engagement Tools

- Online games and Group activities
- Branded PPT Deck
- End-to-End Service Role Plays
- Rubrics-Based Coaching Feedback
- Individual Readiness Meters with coaching points
- CTR + Alt + Delete Action Plan sheet

Length - 8 Hours

Face to Face Session - Minimum of 6 to 10 attendees



Housekeeping Coaching Camp

The Spotless Success

DeANTS
"Your Outsourced Learning and Development Department"

Training Outline

The "Spotless Success: Housekeeping Mastery" On-Job Training Program is a hands-on, one-day workshop aimed at housekeeping professionals seeking to refine their skills and efficiency in real-world settings.

Through a blend of expert-led demonstrations, on-the-job exercises, and feedback sessions, participants will dive into advanced cleaning techniques, guest service excellence, and time management strategies

Topics to be Discussed

- The role of housekeeping in enhancing guest experience
- Professional communication and etiquette
- Handling guest requests and complaints gracefully
- Service Vs. hospitality
- Managing 3 types of guest interactions – Standard, Spontaneous and Guest Initiated
- Interpersonal communication
- Review of housekeeping standards and procedures
- Best practices in room cleaning and setup
- Demonstrations of effective bed-making, dusting, and vacuuming techniques
- Introduction to eco-friendly and advanced cleaning products and equipment
- Techniques for cleaning challenging areas and items (bathrooms, glass surfaces, electronic devices)
- Spot and stain removal secrets
- Strategies for managing time effectively during shifts
- Prioritizing tasks and multitasking in a busy environment
- Using checklists and reports to enhance productivity and accuracy

Engagement Tools

- Online games
- Group activities
- Individual practicum session
- Workbook
- Back to work activities
- CTR + Alt + Delete Action Plan sheet

Length - 2 Days

Face to Face Session - Minimum of 6 to 10 attendees



Designing SOPs

How We Support

- SOP design from scratch
- SOP review and upgrading existing SOPs
- Department task list creation
- SOP alignment to service standards and guest journey
- SOP writing workshops for supervisors and leaders
- Support with communicating and embedding SOPs on the job

Option 1 SOP Design Through Job Descriptions

A structured approach that starts from the role itself.

- This approach helps translate the responsibilities in the job description into clear daily tasks, and then convert those tasks into step-by-step SOPs for consistent execution.

Includes:

- Reviewing the Job Description
- Breaking the role into clear task lists
- Identifying key duties and responsibilities
- Converting tasks into practical SOPs
- Aligning standards, sequence, and quality points
- Making SOPs easy to follow, train, and monitor

Option 2 SOP Design Through Guest Touchpoints

A service-led approach that starts from the guest journey.

- This approach focuses on mapping the guest experience and identifying the service touchpoints that matter most. Each touchpoint is then translated into clear service steps and SOPs.

Includes:

- Mapping the guest journey
- Identifying key guest touchpoints
- Defining expected service behaviours and standards
- Converting touchpoints into step-by-step SOPs
- Aligning SOPs to guest experience expectations
- Supporting more connected and less transactional service

Ideal for pre-opening teams, operational departments, supervisors and managers, and businesses seeking stronger consistency, clearer standards, and easier task-based training.

Services provided to...



About us

WHO WE ARE

We are a boutique start-up operating from the UAE and India, supporting cost- and quality-conscious businesses as their outsourced Learning & Development department.

We work with first-time managers, commercial leaders, and corporate teams through tailor-made learning solutions.
Our interventions are designed around operational realities and individual development needs, with a strong focus on quality and interaction.

As a founding member of DeANTS, Tripat Mehrotra brings over 25 years of hospitality L&D experience.

His background includes leading hospitality brands such as Burj Al Arab, Wild Wadi, Rotana Hotels, Millennium Hotels, and Kerzner International, including Atlantis and One&Only Hotels.

Alongside Tripat, we also work with trainers who have served as leaders in Commercial Strategy and Heads of Sales for well-known hospitality brands.

DeANTS L.L.C FZ is a registered company under Meydan Free Zone, UAE.

In India, we are registered as DEANTS L&D PARTNERS LLP with the Ministry of Corporate Affairs.

OUR JOURNEY

Founded on 20 July 2020, our startup has trained over 9,500 professionals across UAE, KSA, Oman, Doha, Kuwait, Jordan, Maldives, Sri Lanka, and India. While hospitality is our core, we have delivered soft skills training in IT, healthcare, pharma, real estate, banking, energy, tourism boards, colleges, automobile, logistics, and government entities. To date, we have designed, developed, and delivered 150+ programmes. Our approach combines practical learning with lasting impact. Every programme is customised to industry and role. Our programmes are fun, interactive, and feature high-quality content designed to meet your business needs.

OUR VISION

To be your first choice outsourced Learning & Development department that provide you with the highest quality tailor-made solutions or support while being financially sustainable.

WHY CHOOSE US

We maintain the Learning & Development (L&D) Services of your property as your “own L&D department”. We provide high-quality L&D activities that are financially sustainable without burdening your payroll budgets.

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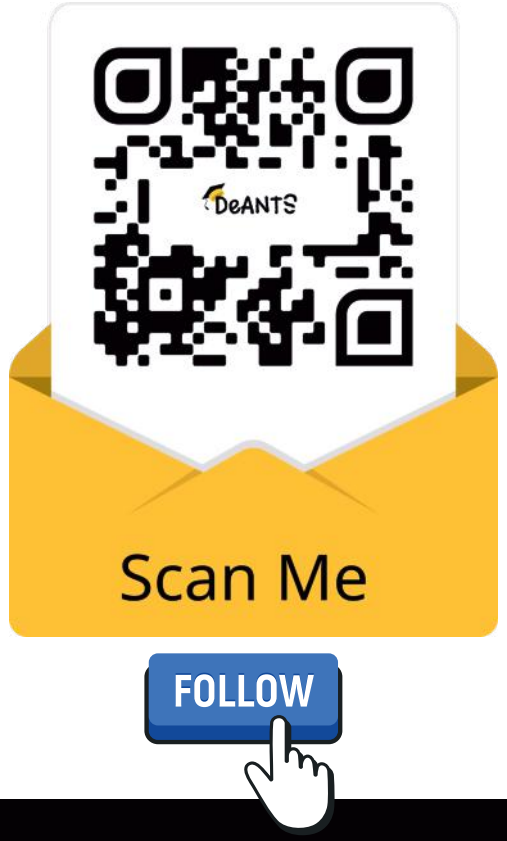

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