SHAILAJA SHARMA

The Way We Work

Corporate Training Programmes for Leaders, Managers and Teams

Build everyday workplace skills, develop managers and prepare teams for higher-stakes moments, from meeting an international client to navigating organisational change.

About Shailaja Sharma

Shailaja Sharma is a corporate trainer, writer and content strategist with over 25 years of experience in communications and brand storytelling. She partners with HR teams and business leaders to design and deliver customised programmes in business communication, workplace etiquette and professional presence, leadership and team effectiveness, and personal productivity and wellbeing. Drawing on her background in communications and wellness coaching, she uses real workplace scenarios, role-plays and guided reflection to help participants build skills they can use immediately, from speaking up in meetings to handling difficult conversations and leading teams through change.

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Workplace Communication and Presence

Workshops for early-career professionals, team leads and managers who want to communicate well and handle everyday business interactions with confidence.

Programme	Duration	What participants will learn
Launchpad: Your First 90 Days Making the transition from campus to the workplace	1–2 days	Help graduates make the shift from campus to work. Participants practise taking ownership, communicating with colleagues, managing time and contributing to a team. Program duration tailored according to requirement.
Make Yourself Clear Business Speaking, Listening & Writing	1–2 days	Structure spoken messages, listen closely and adapt your tone for conversations, phone calls and video meetings. Practise empathy, assertiveness and neutral language in sensitive exchanges. Write clear, cohesive emails and messages that make the next step easy to understand. Cultural sensitivity runs throughout. Program duration tailored according to requirement.
The Customer Connection Customer Relationship Management	1 day	Build lasting customer relationships through empathy, curiosity and follow-through. Practise managing expectations, resolving conflict, taking ownership and staying adaptable and patient when issues take time to resolve.
The Art of Showing Up Business Communication, Etiquette & Professional Presence	2 days	Day 1 develops everyday business communication through introductions, listening, meeting contributions and written follow-ups. Day 2 covers grooming, dress codes, body language and etiquette in meetings, shared spaces and client interactions. A simulated client meeting brings the skills together from greeting to follow-up.

Personal Effectiveness

Practical skills for managing attention and energy, working well with others and thinking more creatively.

Programme	Duration	What participants will learn
Make Time Count Productivity & Time Management	1 day	Prioritise competing demands, plan realistically and protect focus. Practise handling interruptions, delegating, saying no and running effective meetings.
The Art of the Rethink Creative Thinking at Work	1-2 days	Challenge assumptions and work through creative blocks. Use brainstorming, mind mapping and perspective shifts to develop ideas and turn them into workable solutions. Program duration tailored according to requirement.
Say What You Mean Assertiveness at Work	1 day	Recognise passive, aggressive and assertive styles. Practise saying no, asking for help, handling interruptions and using “I” statements.
Read the Room, Read Yourself Emotional Intelligence	1 day	Recognise emotional cues, manage your reactions and respond with empathy in everyday workplace situations.
The Connection Code Interpersonal Skills	1 day	Build rapport, adapt to different working styles, exchange feedback and handle disagreements constructively.
Steady Under Pressure Stress Management	1 day	Recognise stress signals, manage workload and expectations, and practise boundaries, mindfulness and recovery habits.
Work with Your Energy Productivity & Energy Management	1 day	Identify your peak hours, schedule demanding work when you are most alert and build recovery breaks into your day. Manage email and meetings to minimise avoidable energy drains.

Leadership and Management

Tailored programmes for new and experienced managers, high-potential leaders and executives representing their organisations.

Programme	Duration	What participants will learn
Leading Up the Ladder First-Time Manager Transition	2 days	Set team direction, delegate clearly and check progress without micromanaging. Build accountability and help team members develop their capability.
Command the Room Assertive Leadership	1 day	Set expectations, hold people accountable and give candid feedback without demotivating others. Practise pushing back on unrealistic deadlines, managing upwards and staying composed in difficult conversations.
Team in Motion Team Productivity and Prioritisation	1 day	Agree on team priorities, plan workloads, run effective meetings and make trade-offs visible. Practise mediating disagreements and addressing behaviours that disrupt team performance.
On the Record Spokesperson and Media Coaching	1 day	Develop clear key messages, practise interview delivery and handle tough questions from media, investors and analysts with confidence and consistency.
Passport to Presence Global Executive Presence, Cross-Cultural Communication & Business Hospitality	2 days	Build the confidence to represent your organisation across cultures, from the first introduction to the close of a client visit.

Delivery Formats and Impact

- **Tailored to your requirements**: Essentials workshops can be adapted with industry examples. Signature programmes are tailored to your strategy, culture and business challenges.
- **Rapid rollout:** short sessions for large numbers of employees in the weeks before an announcement.
- **Spokesperson coaching:** one-to-one media preparation for leaders.
- **Milestone refreshers:** sessions at the announcement, the listing or deal closing, and integration.
- **Virtual Workshops** · Live online delivery for hybrid and distributed teams.

Measuring Impact

Agree the learning needs and baseline with HR or business leaders. Build in practice, feedback and a commitment to apply the skill at work. Where appropriate, use participant assessments, manager feedback and a 30- to 90-day review to see what changed.

Programmes can be tailored for IT and GCCs, automotive and manufacturing, professional services, healthcare and pharma, FMCG, retail, hospitality, startups and mid-sized businesses.

Discuss Your Training Needs

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