



# DYNAMICS OF HIGH PERFORMING TEAMS IN SMALL AND MEDIUM ENTERPRISES FOR MIDDLE MANAGERS

2 Week - Residential Program  
27th March - 7th April, 2023



## ABOUT THE THEME

Small and Medium Enterprises play an important role in the growth of national economies. In today's Volatile, Uncertain, Complex and Ambiguous (VUCA) business scenario, they need to be successfully managed by their leadership at all levels. Middle-level managers are the backbone of any organization being the vital link between an organization's senior leadership on one hand and the ground personnel on the other. These managers are responsible for the implementation of the organization's strategy on a day-to-day basis and developing a high performance team to achieve organizational goals is the fulcrum for success.

The increasingly complex nature of business environment requires a new set of skills, capabilities and preparedness in the team to meet the

challenges. Organizations today depend heavily on team work at various levels to bring a diverse set of skills and perspectives into play. Team leaders play a vital role in building effective teams by integrating the efforts of its members and develop intra-team synergies to meet the challenges of the organizational environment. Organizations through coaching and mentoring, consultative approach particularly in decisions that impact managers or their teams, familiarizing managers with regulatory implications, regular communication can facilitate their growth. On the other hand the middle managers should seek new knowledge, prepare for the next role, show willingness to make tough decisions, and also understand organizational politics.

## MODULES



Developing Self & Others



Time Management



Team Effectiveness



Managing Conflict at Workplace



Managing Change in VUCA World



Corporate & Social Etiquettes

## OBJECTIVE

**The objective of the program is to enable the participants at middle levels in the small and medium enterprises:**

- To understand the basic fundamentals of team building through conceptual and experiential learning sessions.
- To understand self and others.
- Conflict and its resolution to enhance performance.
- Identify stages of team development and how to move forward.
- To identify and analyze the issues involved in team work.
- To develop an action plan for increasing competence and confidence as a team player and as a leader in managing, influencing and leading teams and individuals.
- Use a combination of approaches to engage, empower and motivate the team
- Adapt leadership style to get the most out of their team.
- Establish credibility and develop a culture of trust within the team.
- Inculcate team working through Outbound Team Building Activities.

## PROGRAM CONTENTS

The program contents in the framework of small and medium enterprises will include the following:



Organizational Vision and Mission and alignment with them



Understanding the key to Team Effectiveness



Understanding Self and Others



Building Trust and goodwill.



Taking Responsibility



Clear Communication



Analytical Thinking



Team alignment to the Goal



Collaborative Working



Creative Problem solving



Planning for Results



Managing Conflicts and Agreements



Negotiation Skills



Essential Skills to lead a team.



Corporate and Social Etiquettes



Dynamics of Successful Teams

## Instructional Strategy

In the program will be conducted in the workshop mode and the following training strategies in the context of Small and Medium sized enterprises will be used:

Interactive Lectures, Interactions with Industry experts, Success stories from Indian Industries and key learnings, Role plays, Panel discussion, Assignments, Indian and global case study, Team Project work, Presentations, Outbound Team building activities inculcate essential skills, Industry visits and visit to historical and cultural sites of interest.

## Eligibility

Middle level executives with more than 5 years of experience from the Government/ Public Sector/ Private sector from Small and Medium enterprises.

## Qualification

Graduate and above in any discipline

# TESTIMONIALS



**Ugyen  
Tshomo**  
BHUTAN

The training was conducted in a highly professional manner with a team comprising of well-experienced and dynamic resource persons from the Jaipuria Institute of Management. We were both impressed by their knowledge and professionalism and also personally touched by the concern and care they showered upon us during our entire stay there. The sessions were very lively and interesting and the activities highly engaging and interactive. A college as young as NRC has just been recently established and trying it make its existence known to the academic world, training such as the one we availed on Unleashing the Leadership DNA in Small and Medium Enterprise Training was of utmost importance.

Thank you all once again.



**Namono  
Peninnah's**  
UGANDA

My experience at Jaipuria institute of management was great and memorable. I am thankful to the faculty members of the college for their continuous efforts, quality education, and support. Being at a global university, gave me an opportunity to meet different kinds of people from around the world where we shared professional and personal experiences. I was given an opportunity to visit several beautiful places of significance in India, which contributed to the development of my personality, leadership, and team skills. I am very grateful for the opportunity of studying a short course in UNLEASHING THE LEADERSHIP DNA IN SMALL AND MEDIUM ENTERPRISES that was fully sponsored by the Indian Government under the ITEC program



**Gaye  
Samba**  
Senegal

Indian technical and Economic Cooperation Program (ITEC) is a program that gives many opportunities to civil servants who want to improve their skills.

By applying for a management program at Jaipuria Institute, I didn't suspect that I was going to have an ideal learning environment. This institute which is located in Noida is an institution with amenities that facilitate the learners to have good study conditions. The excellent mastery of their subject by the teachers made the learner that I feel very comfortable. The development of a very coherent study program makes it possible to follow a common thread which leads to a better understanding of the topic and a good appropriation of the knowledge acquired.



**Saliamatu  
Bah**  
Sierra Leone

The jaipuria institute is an incredible institution of management learning that offer a series of courses and training to students and officials from different countries through the Ministry of External Affairs in India. I had an amazing experience at Jaipuria Institute of management 41.2020 when I went there for a one-month training course Title: Unleashing the leadership DNA in small and medium enterprises.

Indian Technical and Economic Cooperation (ITEC ) is a government department through the ministry of external Affairs in India that offer courses and training and scholarships to different countries around the world to award persons that seek an opportunity to empower themselves.

Jaipur Institute of Management, Noida provides a well conducive learning environment. The staffs are well supportive of all participants. they are so generous and friendly. We are so please from the airport pick me up at the hotel and to the institute and till the return. The accommodation is very good and the learning section was excellent.

ITEC Programme is so useful for the students, especially from the developing countries. I have really benefited from the Leadership program: Leadership DNA in small and medium enterprises. It's a good program for the students.



**Abdalla  
Barghash**  
Kenya

# SAFETY TIPS



Avoid travelling alone at night and avoid poorly illuminated streets.

Carry a power bank while stepping out of your hotel. GPS is key while travelling to unfamiliar places.

Make sure your phone does not run out of battery.

Get a portable Wi-Fi hotspot or a local sim for easy access to Internet.

Avoid wearing expensive ornaments or carrying a lot of cash.

Pick pockets thrive in crowded areas such as local markets, bus and train stations. It is advisable for women to keep their handbags close and for men to keep their wallets in the front pocket instead of the rear pocket.

Be aware of vagabonds, beggars and anyone who approaches you for alms and donations.

Demonstrations, protests, and mass gatherings occur in major public places, and it is best to keep away from such gatherings as these situations are unpredictable and can turn violent.

It is always safer to drink bottled water than from a running tap.

Contact the police in an emergency or when lost.

Exchange money only through authorized banks or money changer.

Keep some cash with you all the time; you might not find an ATM booth in every street.

Make copies of your passport (including visa pages), insurance policy, visas and credit card numbers.

Keep the copies separate from the originals.



SAY "NO"



## Do's

Take advantage of the beautiful city & visit all the historical places and tourist hotspots.

Try to reach the tourist hotspots as early as possible before it gets thronged by all kinds of people.

Say 'no' firmly but politely. Be confident in your tone & gesture.

Apply sunscreen with high SPF in all the exposed areas of the skin.

Carry toilet paper while traveling it's handy in public toilets

Carry your personal camera and keep it safe and handy at all times, be ready for anything interesting and beautiful.

Download UBER and Ola app for local commuting

## Don'ts

Reply to all the 'Hellos' of strangers.

Indulge in public display of affection. Please remember Delhi has a diverse population of race, religion, worldview, tradition and customs, not everyone is liberal in its worldview. However, holding hands is acceptable.

Go alone to secluded places. It is always safer to travel in groups.

Point at people while speaking.

Be gullible, bargain your best while buying stuffs from a local market or street hawkers.

Overlook the local markets these are the places you'll get the best stuffs at a good price.











## SHOPPING AND TOURIST ATTRACTION NEARBY:

Delhi is a shopping paradise for shopaholics. It is replete with malls that cater to high end designer goods such as Gucci, Louis Vuitton, Armani, Chanel, Dior etc. It is a city where you can find a variety of cheap garments ranging from first copy to latest designer goods, and also a home where you can find the crafts of all the 29 states of India. Apart from shopping, Delhi which is one of the oldest city in the world offers the world three UNESCO world heritage sites, historical monuments, medieval forts, temples and mosques. Some of the few markets and tourists spots are given as follows.



## FAMOUS LOCAL MARKETS

-  Sarojini Nagar Market
-  Chandni chowk
-  Janpath
-  Central Market Lajpat Nagar
-  Karol Bagh
-  Majnu ka Tila etc



### Daily Living Allowance: DLA

1. You will be given a Daily Living Allowance (DLA) of INR 1500/- per day
2. Disbursement of DLA will fortnightly/monthly after deduction of meal charges of the institute after confirming from the Mission

### Weather Condition

In March/April, the average high-temperature marginally rises from a pleasant 24.8°C to a warm 30.7°C .



### Arrival Assistance

On your arrival at New Delhi International Airport, you will be guided by our team member for smooth transit to hotel.

### Dress Code

Formal wears are preferable.



# THINGS TO DO IN AND AROUND NOIDA DELHI

## TOURIST SITES



### India Gate

- Commemorates Indian soldiers who died during World War-I
- Dramatically flood lit at night
- Thousands pay respect every day



### Red Fort

- Massive fort built in 1638
- Reminder of power of Mughal Emperors
- Includes veritable treasure trove of buildings



### Rashtrapati Bhawan

- Home of President of India surrounded by Mughal Gardens
- Has a museum complex



### Taj Mahal

- Ivory-white marble, mausoleum in Agra, near Delhi
- Built in 1632 by Mughal Emperor Shahjahan to house the tomb of his wife Mumtaz Mahal
- It is UNESCO world heritage site

## SHOPPING & ENTERTAINMENT

### DLF Mall of India, Noida

- Largest shopping Mall of Delhi/Noida
- 335 brands
- 7 floor filled with shopping
- 75 food and beverage options



### Connaught Place

- Business and financial hub
- Centred on a ring of Georgian Style Buildings
- Global chain stores, bars and restaurants



### Janpath

- Great Place for budget shopping
- Long line of boutique stores of handicrafts, garments, curio
- Indian Street food



### Khan Market

- Has many cafes, restaurants, bakeries and street food stalls
- Famous for stylish high-end designer shops





## ABOUT JAIPURIA INSTITUTE OF MANAGEMENT, NOIDA

Jaipuria Noida was established in 2004; This state of the art campus in the heart of the corporat hub of the NCR region provides students with wide exposure to number of industries.

Led by Dr. Dayanand Pandey with a strong team of full time faculty comprising of qualified and experienced professors as well as industry managers turned academicians. Jaipuria Noida works on developing graduates with entrepreneurial orientation and service mindedness. The institute draws upon a mix of pedagogy focusing on learning through both in-class discussions, cases and simulations as well as beyond the class room learning through live projects, field project studies, regular industry interface and participation in various national/international seminars.

The institute offers three AICTE approved, NBA Accredited two year full time PGDM programmes: PGDM, PGDM (Service Management), PGDM (Marketing) and Management Development Programs for corporate.

## CONTACTS

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