



ECOLE SOLITAIRE

*India's first residential finishing school
& International corporate training consultancy*

India's First Residential Finishing School and International Corporate Training Consultancy



www.ecolesolitaire.com | www.minocherpatel.com



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& International corporate training consultancy*

**“OUR GOAL AT
ECOLE SOLITAIRE
IS SIMPLE,
HELPING YOU
MEET YOURS.”**



**MINOCHER PATEL
FOUNDER DIRECTOR**

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WHY ECOLE SOLITAIRE?



Ecole Solitaire - this name is inspired by a diamond, whose true potential is unearthed only once it is cut and polished.

Ecole Solitaire is India's First Residential Finishing School and International Corporate Training Consultancy. Our Residential Finishing School Programs are conducted at 'Corinthians Club', fifteen kilometers from Pune city. The exclusive location and courses makes training an experience to be enjoyed and cherished. Ecole Solitaire Training Programs are residential as well as non-residential. These programs can be conducted at any venue suitable to the organization, in India and abroad.

Ecole Solitaire has some of the best training talent in the country, spearheaded by **Mr. Minocher Patel, Founder Director - Ecole Solitaire** who is India's leading motivational speaker and corporate trainer of international repute.

Ecole Solitaire has introduced specialized programs such as **business etiquette, telephone etiquette, personal grooming, international business etiquette, personal effectiveness programs, presentation skills, customer service skills** etc. The interactive nature of our programs ensures that training is not merely institutional but learning and an imbibing process.

Our faculty, who have worked successfully in the most varied and challenging business and training assignments bring with them a rich treasure of experience and motivational teaching techniques.

Some of our esteemed clients like – **Sharaf Shipping (UAE), Maharaja Industries (Sri Lanka), KPMG, MBT, Wipro, BPL, Cognizant, Satyam, Kanbay, Geometric, Tata Consultancy Services, RBI Training Academy, Maharashtra State Police**, will all vouch for our High Quality & High Impact Programs.

WHY BUSINESS ETIQUETTE?



The corporate sector in India is facing its biggest challenge, the global business challenge. A torrent of competition from multi-national companies across the globe and from India's very own corporate giants has challenged the Indian business environment.

In today's scenario the world is shrinking and technology is truly making it a global village. Living in this world today has redefined social and business etiquette and manners.

We are living in a world where one has only fifteen seconds to make an impression. Etiquette, Manners and Personal Grooming are increasingly playing an important role to open right doors.

Today's executive needs to be globally smart and sophisticated.

Wining, dining and entertaining in style have become key factors in clinching deals and cementing relationships.

Understanding of different cultures, international business protocol and right table manners have become a part of successful executive's life.

Is there someone who can show today's executives how to steer their way through unique situations and experiences that today's fast changing corporate life demands of them?

Welcome to ECOLE SOLITAIRE

THE ECOLE SOLITAIRE BUSINESS ETIQUETTE PROGRAM

DURATION: 2 DAYS RESIDENTIAL OR NON RESIDENTIAL PROGRAM

Venue:

- For Residential Programs - Corinthians Club, Pune or any Other Venue Suitable To the Organization
- For Non-Residential Programs - Any Venue/City Suitable To the Organization

Key Topics:

- Importance Of Business Etiquette
- Table Etiquette
- Knowledge of International Cuisine
- Understanding Beverage Menus
- Conversational Skills
- Telephone Etiquette
- Dressing Right
- Power of Body Language
- International Cultural Sensitivity & Understanding
- Right Behavior at parties, Office get-togethers
- Listening Skills
- Personal Grooming



Training includes a 4-course sit down lunch.

Please note that we can further custom design the program as per the organizations requirement.

Methodology:

Lectures, Role-plays, Experience Sharing, Video Playback and Feedback

Target Groups:

Senior level and Middle level Managers

Recommended Number of Participants:

Max – 20

Program Director:

Mr. Minocher Patel

Founder Director - Ecole Solitaire

INTERNATIONAL BUSINESS ETIQUETTE PROGRAM



DURATION: 3 DAYS PROGRAM (RESIDENTIAL / NON-RESIDENTIAL)

Key Topics:

Self Development

- Building Self – Confidence
- Self-Awareness / Self Analysis
- Power of Positive Attitude
- Power of Positive Thinking

International Cultural Sensitivity & Understanding

- Importance of International Business Etiquette
- Understanding of various International Cultures & differences between them (special focus on 1 to 2 countries as per brief from organization)
- Knowledge and Pride in our own culture

Handling Culture Shock

- Understanding & handling stress while, adapting to a new environment

Effective Interpersonal Skills

- Art of entertaining and getting entertained
- Do's and Don'ts at Social/Official get-togethers, parties etc

Effective Communication

- Effective Non-Verbal Communication
- Telephone Etiquette
- Active Listening
- Conversational Skills

Personal Grooming

- The Art of Effective Self-Presentation
- Dressing Right
- Personal Hygiene

Basics of Table Etiquette

Please note that we can further custom design the program as per the organizations requirement.

Methodology:

Lectures, Exercises, Role-Plays, Video Playback and Feedback

Recommended Number of Participants:

Max - 20

Program Director:

Mr. Minocher Patel

Founder Director – Ecole Solitaire

Assisted by a Ecole Solitaire Table Etiquette Expert

ORDINARY TO EXTRA ORDINARY LEADERSHIP

EFFECTIVE LEADERSHIP SKILLS

DURATION: 3 DAYS PROGRAM

Program Outline:

Unleash The Potential Within

- Build your Confidence
- Realize your Strengths and Weaknesses
- Understand Yourself Better
- Develop a Clear Vision

Attitude Cultivation

- Power of Positive Thinking
- Importance of Positive Attitude
- Shedding Self Defeating Habits
- Dealing with Negative Influences

Motivation

- Importance of Motivation for Effective Leadership
- Maintain Enthusiasm and Commitment towards your Goal
- Inspire your Team to Perform Consistently

Communication Skills

- Power of Non Verbal Communication
- Importance of Body Language
- Develop Listening Skills

Leadership and People Skills

- Effective Leadership Skills
- Power of Happy Leadership
- Effective Interpersonal Skills
- The Power of Strokes
- Importance of Team Work
- Team Building and Motivation Technique
- Power of Perception Management
- Communication in Building an Effective Team
- Managing Conflicts and Solving People's Problems
- Understanding the Importance of Trust and Co-operation



Effective Time Management

Importance of Effective Time Management
Art of Prioritizing Tasks

The Art of Effective Self Presentation

Enhance your Personal Image and Project Competence
Importance of Personal Grooming

Please note that we can further custom design the program as per the organizations requirement.

Training Methodology:

Lectures, Self Assessment Tests, Exercises, Video Playback and Feedback

Recommended Number of Participants:

Max - 20

Program Director:

Minocher Patel
Founder Director- Ecole Solitaire

'PEP' – PERSONAL EFFECTIVENESS PROGRAM

DURATION: 3 DAYS PROGRAM

Program Outline:

- Self-Awareness / Self Analysis
- Confidence Building
- Positive Thinking & Motivation
- The Power of Positive Attitude & Emotions
- Effective Communication Skills
- Effective Non-Verbal Communication
- Active Listening
- Effective Interpersonal Skills
- The Power of Strokes
- Team Work
- The Art of Self-Presentation



Program Objectives:

This program will –

- Increase the Confidence of the participants and help them in developing a more Positive Personality
- Improve their Interpersonal skills and their ability to work in a team
- Improve their ability to communicate effectively
- Provide them with inputs and skills, which will help them in being more effective and productive for the organization

Please note that we can further custom design the program as per the organizations requirement.

Methodology:

Lectures, Games, Role-Plays, Video Playback and Feedback

Target Groups:

Fresh Graduates, Management Trainees, Junior and Middle level Managers

Recommended Number of Participants:

Max – 20

Program Director:

Mr. Minocher Patel

Founder Director – Ecole Solitaire

CUSTOMER SERVICE SKILLS

DURATION: 2 DAYS PROGRAM

Program Outline:

- Confidence Building
- Positive Thinking & Motivation
- The power of Positive Attitude & Emotions
- Importance of Customer Service Skills
- Promoting the quality Image of the Organization
- Handling Customer Enquiries
- Understand the skills and various methods required for effective communication with customers
- Effective Non-Verbal Communication
- Active Listening
- Handling Difficult Situations
- Handling Difficult Customers



Program Objectives:

At the end of this program, participants will have –

- Acquired skills to increase sales, profitability and bigger market share from building long-term customer relationships
- Benefited from increased confidence and a more positive attitude towards their work and customers. They will have both, the motivation and the advanced customer service skills needed to deliver consistently, customer service of the highest standard
- Acquire the ability to deliver competitive advantage for their company

Please note that we can further custom design the program as per your requirement.

Methodology:

Lectures, Group Discussions, Role-Plays, Video playback and Feedback

Target Groups:

Managers, Supervisors and Employees dealing with different types of customers.

Recommended Number of Participants:

Max – 20

Program Director:

Mr. Minocher Patel

Founder Director – Ecole Solitaire

Note: A half-day follow up program once every three months is recommended to create and sustain a customer service culture within the organization.

EFFECTIVE TIME MANAGEMENT

DURATION: 1 DAY PROGRAM

Program Outline:

- Importance of Time Management
- Time Management Strategies
- Introduction to Core Time
- Identifying and reducing time wastage and Organizing the work station/ work area
- Personal Growth and Planning
- Action for Better Time Management

Program Objectives:

This program will help the participants to –

- Become more productive through better Time Management
- Stay on Top of deadlines by identifying priorities
- Reduce Stress
- Manage multiple demands, tasks and projects with a Proactive Approach

Please note that we can further custom design the program as per the organizations requirement.

Methodology:

Lectures, Group Discussions, Exercises and Feedback

Target Groups:

Middle and Junior level Managers

Recommended Number of Participants:

Max – 20

Program Director:

Mr. Minocher Patel

Founder Director – Ecole Solitaire



EFFECTIVE PUBLIC SPEAKING & PRESENTATION SKILLS

DURATION: 2 DAYS PROGRAM

Program Outline:

- Importance of Effective Presentation Skills
- Confidence Building Controlling Speaking Stress, Fear and Apprehensions
- Presentation Preparation
- Importance & Effective usage of Visual Aids
- Power of Non-Verbal Communication
- Effective Body Language
- Importance of Voice Modulation
- Audience Handling



Program Objectives:

This program will help the participants to–

- Increase their Confidence and Ability to create and deliver Powerful Presentations
- Develop Public Speaking Skills that make a Positive Impression and enhance their professional image
- Learn new techniques to add Quality Impact and Effectiveness in their Presentations

Please note that we can further custom design the program as per the organizations requirement.

Methodology:

Lectures, Presentation by Participants, Video Playback and Feedback

Target Groups:

Senior and Middle level Managers

Recommended Number of Participants:

Max – 20

Program Director:

Mr. Minocher Patel

Founder Director – Ecole Solitaire

Note: A follow up one-day program after 3 months is recommended.

ORDINARY TO EXTRA ORDINARY

A MOTIVATIONAL PROGRAM

DURATION : 1 DAY

Program Outline :

- Importance of Motivation
- Power of Self Motivation
- Maintain Enthusiasm and Commitment towards your goal
- Goal Setting
- Importance of Emotional Quotient
- Importance of Confidence Building
- Realize your Strengths and Weaknesses
- Importance of Positive Attitude
- Importance of Learning Vs Judgmental Attitude
- Importance of Grateful Attitude
- Importance of Happy Attitude
- Importance of Giving Attitude
- Importance of Sense of Ownership
- Power of Positive Thinking
- Shedding Self Defeating Habits
- Dealing with Negative Influences
- Self Awareness, Self Analysis
- Importance of Character building for Success
- Success Tips
- Importance of being a Good Human Being
- Five Guru Mantras for Success and Happiness

Please note that we can further custom design the program as per the organizations requirement.

Program Objectives: This program will –

- Increase the confidence of the participants and help them in developing a more positive personality.
- Help them develop a more positive attitude.
- Improve their character and commitment to the organization.
- Help them understand themselves and live up to their full potential.
- Provide them with inputs and motivation, which will help them in being more effective and productive for the organization.



Methodology:

A combination of Lectures, Motivational Videos & Q & A.

Program Director: Mr. Minocher Patel, Founder Director - Ecole Solitaire

Please note that a condensed version of this program can also be conducted in a 2 hrs to 3 hrs seminar format.

EFFECTIVE SELLING SKILLS WITH THE ETIQUETTE ADVANTAGE

DURATION: 2 DAYS PROGRAM

Program Outline:

Importance of Confidence for Effective Sales Professionals

- Confidence Building
- Self Awareness and Self Analysis

The Power of Positive Thinking for Effective Selling

- Auto Suggestion
- Visualization

The Power of Positive Attitude for Effective Selling

- Taking Initiative
- Being Innovative

Importance of Etiquette for being Effective Sales Professional

- Business Etiquette and Protocol
- Correct Introductions
- Telephone Etiquette

Understanding the Sales Process (only for Fresher's & Juniors Staff)

- Effective Planning, Opening and Closing of a Sales Deal

Effective Communication for Successful Selling

- Power of Non-Verbal Communication
- Body Language
- Power of Listening
- Power of Words



Customer Relationship Building

- 7 Tips for Effective People Skills
- Power of Strokes
- Handling Resistance and Objections

Art of Effective Self Presentation

- Importance of Personal Grooming

Program Objectives:

This Program will -

- Help them benefit from increased confidence and a more positive attitude towards their work and customers
- Make them have both, the motivation and the “Advanced Sales and Service Skills” needed to deliver consistently
- Improve their interpersonal and relationship management skills and their ability to work in a team
- Improve their ability to communicate effectively
- Importance of Etiquette Quotient for better sales

Please note that we can further custom design the program as per the organizations requirement.

Methodology:

Lectures, Exercises, Tests, Role-Plays, Video Playback & Feedback

Please Note: This program can be customized, based on the profile of the participants and the learning and development needs of the participants as identified by the organization.

Recommended Number of Participants:

Max - 20

Program Director:

Minocher Patel

Founder Director- Ecole Solitaire

TELEPHONE ETIQUETTE

DURATION: 1 OR 2 DAYS PROGRAM

Program Outline:

- Confidence Building
- Importance of Positive Attitude and Positive Thinking
- Importance of Effective Telephone Etiquette
- Important Dos and Don'ts while communicating over the Telephone
- Building the Right Image for the Organization
- Power of Non-Verbal Communication
- Importance of Tone, Speed and Volume while communicating over the Telephone
- Importance of Active Listening
- Handling Difficult Customers



Please note that we can further custom design the program as per the organizations requirement.

Methodology:

Lectures, Exercises, Self-assessment tests, Role-plays, Recording of Telephone conversations, Playback and Feedback

Infrastructure Requirements:

Training hall, LCD and 2 telephones with active lines and recording facility.

Target Groups:

Front Office Staff, Receptionists, Secretaries, Telephone Operators, Customer Service Staff and Support Function Staff

Recommended Number of Participants:

Max – 20

Program Director:

Mr. Minocher Patel
Founder Director – Ecole Solitaire

Note: A follow up half-day program after 3 months is recommended.

COMMUNICATION SKILLS

DURATION: 2 DAYS PROGRAM

Program Outline:

- Confidence Building for Effective Communication
- Importance of Positive Attitude for Effective Communication
- Importance of Self Awareness/Self Analysis
- Tips for Effective Speaking
- Tips for Effective Interpersonal Skills
- Conversational Skills
- Effective Communication during Meetings
- Importance of Effective Telephone Skills
- Importance of Voice, Tone and Speed
- Importance of Non-Verbal Communication
- Importance of Body Language
- Power of Active Listening
- E-mail Etiquette



Please note that we can further custom design the program as per the organizations requirement.

Methodology:

Lectures, Exercises, Role Plays, Video Shooting Playback and Feedback

Recommended Number of Participants:

Max – 20

Program Director:

Mr. Minocher Patel

Founder Director - Ecole Solitaire

TRAIN THE TRAINERS

DURATION: 3 OR 5 DAYS PROGRAM

(Recommended: Follow-up program of 1 day every month for 3 months)

Program Outline:

- Importance of Effective Training
- Confidence Building
- Power of Positive Attitude
- Importance of Self Awareness and Self Analysis
- Controlling Speaking Stress, Fear and Apprehensions
- Principles of Adult Learning
- Understand how Adults Learn
- Understand Learners' Preferred Learning Styles
- Understanding what Motivates Adults to Learn
- How to create an environment that motivates and enables adults to learn
- Understanding the learning cycle to all aspects of training design and delivery
- Preparation for a training program
- Qualities of a good trainer
- Effective Presentation Skills
- Power of Humor in Training
- Power of Non-Verbal Communication
- Effective Body Language
- Importance of Voice Modulation
- Power of Active Listening
- Understanding the Process of Listening
- Improving Listening Skills
- Importance & Effective usage of Visual Aids
- Personal Presentation Style



Please note that we can further custom design the program as per the organizations requirement.

Program Objectives:

This program will help the participants-

- To be effective trainers
- To increase their confidence and ability to create and deliver powerful training programs
- To develop their Training Skills that will enable them to make a Positive Impression and Enhance their Professional Image
- To gain Knowledge, Skills and Techniques to add Quality and Effectiveness in their training programs

Methodology:

Lectures, Role Plays, Exercises, Tests, Mock Presentation by Participants, Video Playback, Group Feedback and Individual Feedback

Recommended Number of Participants:

Max - 20

Program Director:

Mr. Minocher Patel

Founder Director - Ecole Solitaire

LASTING IMPRESSIONS

6 DAYS FINISHING SCHOOL PROGRAM FOR MIDDLE AND SENIOR LEVEL EXECUTIVES

DURATION: 6 DAYS PROGRAM

Program Outline:

Importance of Emotional Quotient

- How to build a Positive Personality
- How to build Self Confidence
- Importance of Self Awareness & Self Analysis
- The Magic of Positive Thinking
- How to be Self-Motivated
- The Power of Positive Attitude & Positive Emotions
- Character Building
- Importance of Values
- Importance of Being a Good Human Being
- Importance of Good Habits
- Importance of Spiritual Quotient

Importance of Etiquette Quotient

- Importance of Perception Management
- Importance of Etiquette and Manners
- Office Etiquette
- Table Etiquette
- Correct Behavior at Social, Formal and Informal Get-togethers
- Art of Entertaining and Getting Entertained

Communication Skills

- Active Listening
- Importance of Non Verbal Communication
- Effective Body Language
- Telephone Etiquette
- Email Etiquette



Effective Leadership and People Skills

- Developing Leadership Skills
- C-L Formula for Successful Leadership
- Effective Interpersonal Skills
- 7 Tips for Better People Skills
- The Power of Strokes
- Importance Of Team Work and Team Building

Other Success Skills

- Success Secrets of Successful People
- Assertiveness Vs Aggressiveness
- Anger Management
- Boss Management
- Success Management
- Failure Management
- Career Planning
- Goal Setting
- Effective Time Management
- Importance of Health & Fitness

Importance of Effective Presentation Skills

- Presentation & Preparation
- Importance & Effective usage of Visual Aids
- Power of Non – Verbal Communication
- Controlling Speaking Stress, Fear and Apprehensions
- Effective Body Language
- Importance of Voice Modulations
- Audience Handling

The Art of Effective Self Presentation

- Importance of Personal Grooming
- Effective Wardrobe Planning
- Importance of Personal Hygiene

Methodology:

Lectures, Exercises, Role Plays, Video Recording and playback

Program Director:

Mr. Minocher Patel
Founder Director, Ecole Solitaire

CORPORATE FEEDBACK

Feedback from Industry Leaders and Participants:

- “Minocher Patel is immensely popular because he has the ability to relate to the audience. The older generation had Dr. Chopra and Shiv Khera, the younger generations have him.”
Mrs. Lila Poonawala, Chairperson, De Laval
- “The participants were unanimous in their view that the programme would help them in enhancing their on-the-job performance, realizing the width and depth of your mastery on the subject as also related subjects, the participants were simply amazed at your ability to come down to their level which ultimately contributed a great deal to the success of the program.”
Mr. Melwyn Rego, Managing Director & C.E.O, IDBI Home Finance Limited
- “The feedback for the training program was tremendous. We are amazed that a programme can do so much. It’s been a fantastic course.”
Anu Ganapathy, Senior Manager, Learning and Development, KPMG, Bangalore
- “Recently I happened to attend two training programs. The first one was the ‘destination success’ leadership program, conducted by you in hotel Le Meridien, Pune and other one was at the leading management institute in the country (IIM – A). I must tell you that your program, as far as my personal opinion is concerned, proved to me better than the later. Your leadership program, apart from all the superlatives it could attract, acts as a light house to your participants.”
Mr. Pradeep Wdhavane, Senior Manager, HRD, Sandvik Asia Ltd.
- “Very well presented with a lot of practical examples. Learnt that knowing is not enough, it is the implementation that matters.”
Ajay Chowdhary, Sr. Vice President, ICICI Prudential Life Insurance
- “I liked the way you presented and conducted the program especially your oratory skills and the way you tactfully handle the audience.”
Samuel Kurnakaran, Selectica India
- “Through this training I came to know how to build confidence and now I can sell myself to the world.”
K Venkat, Tata Johnson
- “Enjoyed and learned a lot. Thanks for making me learn at this advanced age also. I wish I could have met you ten years earlier.”
Champa. G, Ceylon Tea Board, Colombo

SOME OF THE ORGANIZATIONS WHOSE EMPLOYEES HAVE BENEFITED FROM OUR PROGRAMS ARE:

International Companies

- Sharaf Group (UAE)
- Brandix (Sri Lanka)
- Raqmiyat
- Maharaja Industries (Sri Lanka)
- Maharaja Institute of Training And Development (Sri Lanka)
- Carlson Breweries (Sri Lanka)
- Ceylon Tea Board (Sri Lanka)
- MTV Channel (Sri Lanka)
- Uniliver

Software companies

- TCS
- SAP India
- KPIT
- MBT
- CISCO
- Wipro
- Satyam
- Red Hat
- Selectica
- Syntel
- Cognizant
- Neilsoft
- Synechron
- Capegemini
- Det Norske Veritas
- Nihilent Technologies
- Geometric
- Tata Technologies
- ANSYS
- Eaton Technologies Pvt. Ltd

Telecom Companies

- BPL
- Idea Cellular Ltd.

Finance Companies

- KPMG
- Reliance Capital
- RBI Training Academy
- IDBI Home Finance Limited
- D.E. Shaw
- Barclays

Manufacturing Companies

- Thermax
- Voltas
- Tata Johnson
- Tata Honeywell
- J.N. Marshall
- De Laval
- Bajaj Auto Limited
- Sandvik Asia
- Essar Group
- Atlas Copco
- Maruti Udyog
- Bergen Engines India Pvt. Ltd
- Lear Automotive India Pvt. Ltd

Insurance Companies

- Bajaj Allianz
- HDFC Standard Life Insurance
- ICICI Prudential Life Insurance

Real Estate Companies

- Tata Housing
- Goel Ganga Group
- Nyati Group
- Gera

Publications

- Indian Express
- Mid Day
- Sakal
- Times of India

Shipping Companies

- P&O Ports
- P&O Nedlloyd
- CP Ships
- Sharaf Shipping (UAE)

FMCG Company

- ITC

Pharmaceutical Company

- Ranbaxy

Others

- Maharashtra State Police
- Pune Police
- Radio Mirchi
- Nerolac
- Aquapharm Chemicals

For Further Information,
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