

Elevate – Upward movement through innovation and personal development.

Phase 1: Personal Foundations

Goal: Develop self-awareness and humility as the basis for growth.

- **Empathy:** Learn to recognize and validate others' feelings.
- **Humility:** Foster openness to feedback and willingness to learn.

Activities:

- Reflective journaling
- Personality assessments (e.g., DISC, MBTI)
- Group discussions on growth mindset

Timeline:

- February 2026
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Phase 2: Interpersonal Skills

Goal: Strengthen communication and emotional intelligence for better relationships.

- **Active Listening:** Practice attentive listening and paraphrasing.
- **Emotional Intelligence:** Manage emotions effectively in workplace interactions.

Activities:

- Role-playing exercises
- Emotional intelligence workshops
- Peer feedback sessions

Timeline:

- March 2026
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Phase 3: Collaboration and Team Dynamics

Goal: Build strong teamwork and service-oriented behaviors.

- **Internal Customer Service:** Treat colleagues as valued customers.
- **Collaboration & Teamwork:** Develop trust and shared accountability.

Activities:

- Team-building challenges
- Cross-functional projects
- Service excellence simulations

Timeline:

- April/May 2026
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Phase 4: Strategic Thinking and Change Leadership

Goal: Equip employees to adapt and lead in dynamic environments.

- **Cognitive Flexibility:** Shift perspectives and adapt to new information.
- **Critical Thinking:** Analyze problems and make sound decisions.
- **Continuous Improvement & Change Management:** Drive innovation and manage transitions effectively.

Activities:

- Problem-solving case studies
- Change management simulations
- Continuous improvement projects (Kaizen approach)

Timeline:

- September/October 2026
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1. Self-Awareness

- Start with understanding oneself because it's the foundation for all interpersonal skills.
- Helps employees recognize their strengths, weaknesses, and triggers.

2. Humility

- Builds openness to feedback and collaboration.
- Encourages a growth mindset early in the process.

3. Active Listening

- Essential for effective communication and empathy.
- Improves engagement and reduces misunderstandings.

4. Empathy

- Builds on listening skills to understand others' perspectives.
- Critical for teamwork and customer service.

5. Emotional Intelligence

- Combines self-awareness and empathy into managing emotions and relationships.
- Prepares employees for handling stress and conflict.

6. Internal Customer Service

- Applies empathy and communication to serving colleagues.
- Reinforces a culture of support and collaboration.

7. Collaboration

- Introduces practical teamwork behaviors.
- Builds trust and shared responsibility.

8. Teamwork

- Expands collaboration into structured team dynamics.
- Focuses on roles, accountability, and synergy.

9. Cognitive Flexibility

- Encourages adaptability and openness to new ideas.
- Prepares employees for change and innovation.

10. Critical Thinking

- Develops problem-solving and decision-making skills.
- Supports continuous improvement and change management.

11. Continuous Improvement

- Builds on critical thinking to foster a mindset of ongoing growth.
- Encourages proactive identification of opportunities.

12. Change Management

- Positioned last because it requires all previous skills (emotional intelligence, flexibility, collaboration).
 - Helps employees navigate organizational transitions effectively.
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