



**Mahindra™**  
University  
Global Thinkers. Engaged Leaders.

CENTRE FOR  
EXECUTIVE EDUCATION

# Future Leaders Programme for GCCs



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# Programme Overview

There is a critical need for "leadership density" and future-focused leadership skills in India's GCCs. This programme is a transformative journey towards influential leaders and global communicators. It builds the ability to engage with professionalism, drive cross-functional collaboration, and represent the true voice of the customer.

With a strong focus on interpersonal effectiveness, executive presence, and business-aligned communication, the programme sharpens both confidence and clarity. Participants will cultivate the mindset and skillset required to lead with impact, inspire trust, and elevate the success of their teams.

This structured 5-month Programme is designed to provide holistic development experience, integrating practical applications and theoretical knowledge to develop participants for future leadership roles, by adhering to the core principles of Communication, Collaboration and Commitment.

## Who should attend

The programme is tailored for mid-level professionals in GCCs who aspire to enhance their leadership skills and drive organizational success.

The programme offers each manager clear insights on how to achieve rapid growth within the organization. It provides scientifically proven frameworks that facilitate employee development. Managers will also be equipped to enhance employee performance by fostering a growth mindset. The programme will cover various topics and integrate each framework to emphasize the key element of growth, which is defined as "Growth = Wider Contribution and Higher Responsibility"

This programme is ideal for Mid and Senior Level Managers, seeking to cultivate a collaborative and results-driven work culture.

## Programme Objectives

- Seamless effective communication & collaboration, within team, and across Developing teams/Geographies
- Developing a business and customer centric mindset
- Understanding the big picture perspective for effective problem solving
- Building an environment of trust, acceptability and respect
- Building accountability, take ownership for outcomes and results
- Building high performing teams by addressing performance challenges
- Enhancing verbal and non-verbal communication skills for Influence
- Developing Assertiveness for effective participation
- Fostering a proactive problem-solving mindset
- Strategies for effective stakeholder management
- Enhancing team work skills for collaborative success

# Module Wise Topics Covered

## Module 1: Interpersonal & Global Communication (2 Days)

- Introduction to types of communication & creating a compelling need to be a good communicator
- The Art of Clear and Concise Communication: Power of Asking, Closing the loop, overcoming assumptions, and seeking clarity
- Flexing your Communication styles (People Styles framework) for Internal & External Stakeholders
- Science of Active Listening Techniques for understanding stakeholder needs
- Empathetic listening techniques
- Structuring and Delivering contents with clarity and precision in different situations
- Powerful messaging techniques professional and impactful emails to stakeholders
- Run engaging, results-oriented meetings using Techniques: Brainwriting, Round Robin, Silent Starts

## Module 2: Managing Up, Down & Across (2 Days)

- Tools and strategies to communicate confidently and clearly with senior leaders.
- Framing Upward Communication using the SCQA Model
- Master Coaching Conversations and Feedback loops using GROW & SBI model
- Understanding Stakeholder's mindset (Culture angle)
- Building Cultural Intelligence (CQ) in Global Teams using the four dimensions of culture intelligence with tools & techniques for CQ development across locations and teams
- The science of networking- a step by step proven process to build a powerful network
- Hofstede's 6 Cultural Dimensions and how apply in to workplace

## Module 3: Effective Stakeholder Management, Problem Solving, Managing Time & Priorities (2 Days)

- Science of being assertive in conversations
- Strategies to earn trust from stakeholders
- Enhance personal productivity by understanding work-life integration/Managing Priorities
- Introduction to time and productivity management tools and strategies
- Moving from a service mindset to a delight mindset; Map stakeholder needs and delighters
- Understanding the stakeholders using empathy map and converting every conversation to a value conversation
- Develop an accountability mindset to produce exponential results
- Strategies to handle distractions and be focused on results by eliminating non-value-added activities

# Module Wise Topics Covered

## Module 4: Influence without Authority at workplace (2 Days)

- Understanding the levels of delegation. Decoding when, whom to delegate
- How to rebuild a lost trust. Understanding the techniques of building trust in virtual context (People Connect pillars)
- Converting conflicts into opportunities. Deep dive in Thomas Kilman's model of managing conflict. Tips, techniques to manage conflicts at workplace
- Enable successful negotiations across cultures and geographies understanding WINK and BATNA techniques
- Understanding the science of influence; Strategies for collaborative and win win negotiation

## Module 5: Presenting with Impact (2 Days)

- Understanding the importance of 'presence'. How can you be a brand for the Organization?
- Managing Virtual Fatigue and Keeping up engagement
- Techniques on preparing the message with Confidence
- How to communicate the message with clarity and impact! Art of presenting thoughts clearly in short time frame
- Building the skills of business story telling during presentations
- Building powerful Non-verbal Reinforcement: Gestures, Facial Expressions
- Techniques to build an elevator pitch PSI framework

## Programme Details

### Dates



Starting December 2025

### Duration



5 Months with 2 Days  
In-Person Classroom  
session every month

### Mode



In-Campus



**Programme Fee: INR 1,50,000 + GST Per Participant**

# Programme Faculty

## Prof. Rajanikanth



Rajanikanth is a visiting faculty at Centre for Executive education, Mahindra University. He has more than two decades of industry experience in Behavioral Training, Project Management and People Development. He is a well-known lean and agile management trainer with immense experience as a coach/mentor for various lines of business in different Organizations. Rajani has trained more than 30,000 people on various soft skills.

Prior to his entrepreneurial stint, he was a People Manager with SAP Labs India, for 11 years contributing to the Organization's growth by developing talents. Rajani was identified as a high potential manager within the Organization for two consecutive years, as a mark to his contribution towards people development.

Rajani's passion for developing people, his instant ability to connect with the audience, his knowledge and creativity on delivering the topics are some of his unique capabilities. He brings experiential learnings from the industry to ensure personal effectiveness for the participants. Over the years, Rajani has transformed himself as an international trainer conducting extensive workshops in India, USA & Middle East. He has taught executives from companies such as Ashok Leyland, Cisco, NTT Data, Walmart Labs, Adobe, Hewlett Packard, Visa, Qualcomm, SAP Labs, HPE, Continental, Zee entertainment, Vitesco technologies, Times of India, and Deccan Herald.

Rajani holds a People Management Certificate from Dale Carnegie, Situational Leadership Certificate from Ken Blanchard, NLP certificate from NFNLP Institute, TTT from OMI and Corporate Ed Group (Boston, US), and "Train the Trainer" Excellence certificate from Indian School of Business (Hyderabad, India).

In addition, he is also a renowned author and has authored two life changing books. Recently, Rajani represented India as a speaker at SME World Summit - Dubai speaking on "What lies below the Iceberg".





# About Centre for Executive Education

The Centre for Executive Education (CEE) at Mahindra University, creates and conducts learning programmes for working professionals, which are designed to provide timely and relevant knowledge, insights and perspectives, that help them progress in their current and future roles in organizations. By enhancing performance of executives, these programmes are aimed to positively impact the organisations that they work for.

Executive Education Programmes at Mahindra University span across multiple business disciplines, engineering & data science, and law, for different seniority levels, in various national and international geographical locations.

CEE's mission is to be a hub for engaging & beneficial interactions between business leaders and the academia. The centre works with some of the finest faculty in India and from leading Global Business Schools. Participants will have opportunities to learn from the innovative research and consulting experience of the faculty, wide experience of the peer group of learners, and from Industry practitioners who bring in strong domain knowledge.

## About Mahindra University

Mahindra University, established in May 2020, is a multi-disciplinary global education and knowledge campus which offers industry-aligned curricula, a student-centered learning environment, and opportunities for international exposure. The University offers Undergraduate and Post Graduate programs in its five Schools namely Ecole Centrale School of Engineering, School of Management, School of Law, Indira Mahindra School of Education, School of Media, Centre for Sustainability, School of Design and Innovation and Liberal Arts. The University has been established in a sprawling, green, 130 acres at Bahadurpally in Hyderabad. The University provides students with a modern lifestyle and a unique multi-cultural immersion in a predominantly green campus. The Lecture Theaters, Seminar Halls and Syndicate Rooms deploy state-of-the-art technology, to impart a multi-media, interactive learning experience to participants. Executive Housing facilities on campus come with contemporary design, spacious & comfortable air-conditioned rooms.

## Some of our Clients

					
					
					
					
					



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