

BCC&  
AIDING BUSINESS  
SINCE 1833  
ORGANISING

# PERFORMANCE OPTIMIZATION

## ONLINE WORKSHOP

*Leading Smart from Pressure to Performance*

18 Hours Online Workshop  
(Total 6 Sessions of 3 hrs each, for 3 consecutive weeks)



Why one should attend this workshop?

The **PERFORMANCE OPTIMISATION** training is a powerful tool in order to understand and appreciate that Performance is not just about skills – it's about **how you think, manage yourself and lead others**. Self-management, People management, Situational leadership, Performance effectiveness.

# SESSIONS



## Course Content:

Session	Topic	Date	Time	Day	Hour
Session 1	Handling Stress and Time Management	05 <sup>th</sup> June	3pm-6pm	Friday	3 Hrs
Session 2	Perception and Building Right Attitude	06 <sup>th</sup> June	11am-2pm	Saturday	3 Hrs
Session 3	Conflict Management and Negotiation	12 <sup>th</sup> June	3pm-6pm	Friday	3 Hrs
Session 4	Cross Cultural Communication and Leadership	13 <sup>th</sup> June	11am-2pm	Saturday	3 Hrs
Session 5	Team Building for Effective Performance	19 <sup>th</sup> June	3pm-6pm	Friday	3 Hrs
Session 6	Emotional Intelligence and Mindfulness for Resilience	20 <sup>th</sup> June	11am-2pm	Saturday	3 Hrs

## WORKSHOP FORMAT



Lecture note 40%



Interactive Activities 30%



Case Discussion 20%



Quiz 10%



Assignments



Quizzes








Tests

# **SCHEDULE and CONTENT**

## **FUNDAMENTALS OF PERFORMANCE OPTIMIZATION**





### **Session 1: Handling Stress and Time Management**

#### **What participants learn:**

-  Participants identify the real-time pressure
-  Participants navigate with hidden productivity leaks
-  Will recognize stress triggers
-  Will expose with practical strategies to reclaim time and reduce avoidable stress
-  Able to learn to make conscious choices—under constraints.






### **Session 2. Perception and Building the Right Attitude**

#### **What participants learn:**

-  Will realize how different perspectives shape reactions and decisions
-  Will be able to identify personal beliefs that may hinder performance or growth
-  How to reframe situations and adopt a more constructive mindset.
-  How to shift from a fixed mindset to a more proactive and solution-oriented attitude.

### **Session 3. Conflict Management and Negotiation**

#### **What participants learn:**

-  Participants understand different conflict styles and their impact on relationships
-  Will appreciate the need to manage conflicts well because of the substantial time loss due to conflict
-  How to manage disagreements constructively without escalating tensions
-  Skills towards building structured negotiation techniques to achieve mutually beneficial outcomes
-  They understand the importance of preparation, listening, and value creation.

## Session 4: Cross-Cultural Communication and Leadership

### What participants learn:

- Participants understand how cultural differences affect communication styles
- Will get aware of unconscious biases and assumptions when interacting with diverse teams
- Decision-making patterns and expectations
- Will get acquainted with how to adapt their approach to build trust and avoid misunderstandings
- They learn to pause, clarify, and respond more inclusively

## Session 5. Team Building for Effective Performance

### What participants learn:

- Participants experience how collaboration, clarity of roles and communication impact team outcomes
- Will be able to identify individual and team strengths
- How to leverage diversity for better performance
- They learn the importance of alignment and shared accountability.
- They learn to assign tasks based on capability rather than convenience.

## Session 6. Emotional Intelligence and Mindfulness for Resilience

### What participants learn:

- Participants identify situations that trigger emotional reactions and how these affect their behaviour.
- They learn to respond thoughtfully instead of reacting impulsively.
- Simple techniques to stay calm and focused under pressure
- Will develop the ability to regulate emotions and improve decision-making in stressful situations.

## Time Commitment & Requirements

**Time : 18 hours live sessions + assignments**

**Certificate of Participation will be provided by The Bengal Chamber of Commerce and Industry to all participants.**

**Registration link : .....**

<https://forms.gle/1uKMZ7DQrZtQcMoP8>

**Participation Fee:**

**Rs 7500 + 18% GST (Per participant)**

## Discounts

- **For 10 or more confirmation – 20%**
- **For 6–9 confirmation – 15%**
- **For 3–5 confirmation – 10%**

## Payment Procedure

Beneficiary Name: The Bengal Chamber of  
Commerce and Industry  
Bank Name: Canara Bank  
Bank Account Number: 95001010000017 (Current) IFSC  
Code: CNRB0019500  
BCC&I Address: Royal Exchange, 6 Netaji Subhas Road,  
Kolkata 700001, West Bengal Kolkata

**Scan for payment**



## **COORDINATOR:**

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