



Emerging Talents Professional Skills Training Day 1

Duration: Five Days

February 2021



Ground Rules



Ask Questions



Listen in



Follow the Facilitator



Refresh Your Knowledge



Be an Active Participant



Switch off the cell and other distractions





Program Overview

This program helps build essential interpersonal and business skills and capabilities that you need to interact effectively and work efficiently with your stakeholders and teams.

It focuses on CX values to help grow your professional skills and strengthen your connection to stakeholders while accelerating your ability to achieve desired business outcomes.

Program Overview



Agenda



- 1 Introduction 30 minutes
- 2 Building and Managing Relationships 90 minutes
- 3 Collaborating and Working in Teams 80 minutes
- Lunch – 50 Minutes*
- 4 Written Communication 90 minutes
- 5 Verbal and Nonverbal Communication 100 minutes
- 6 Summary 5 minutes

Introductions and Icebreaker



Customer Experience (CX) Values

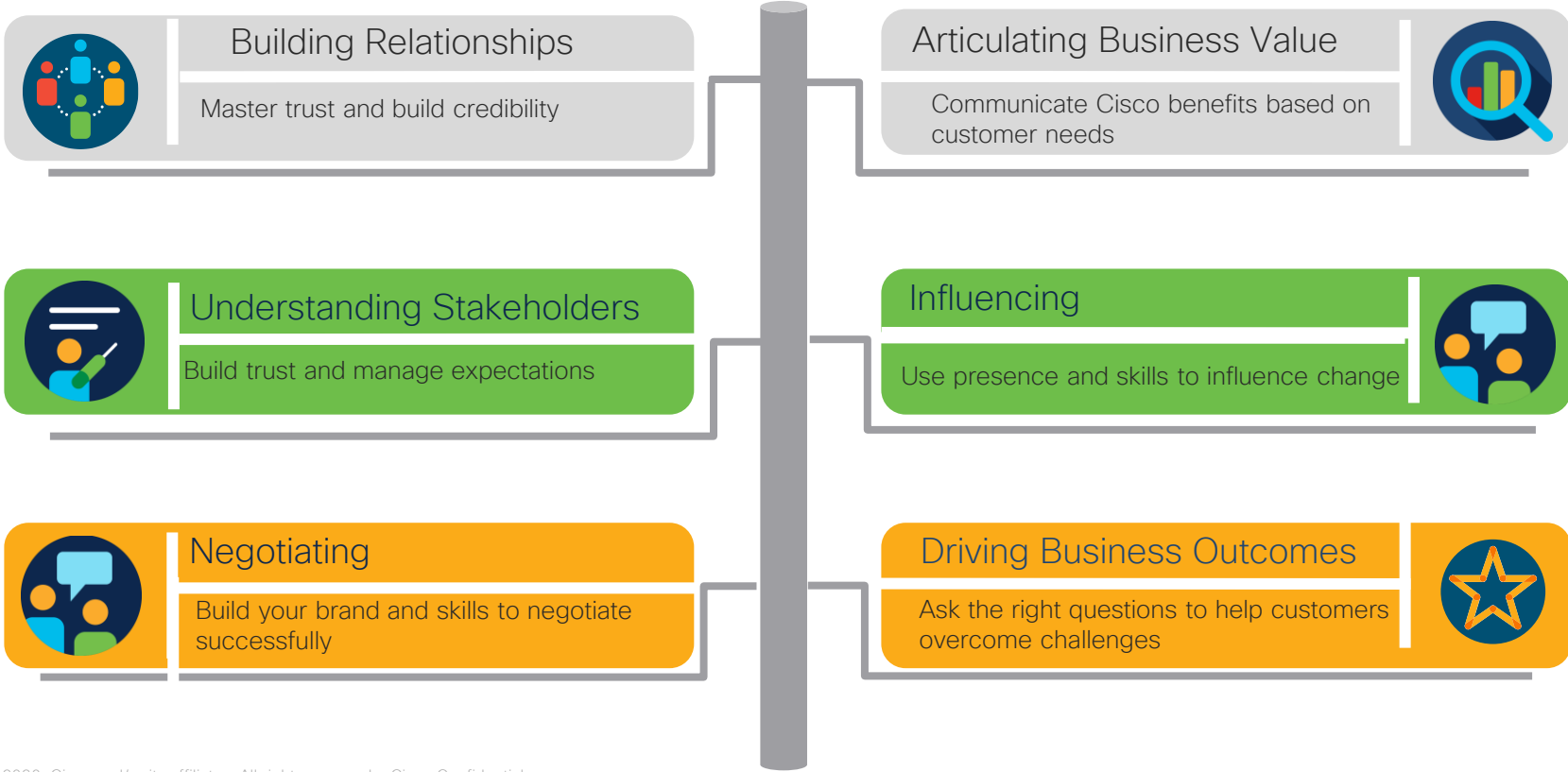
We accelerate our customers' success, and profitable growth for Cisco and our Partners, by delivering the best customer experience in the industry under three core values.

Customer Centric

Trusted Expertise

Extraordinary Together

Putting CX Values Into Action



A woman with dark hair pulled back, wearing glasses and an orange button-down shirt, is looking towards the right side of the frame. She is smiling slightly. In the background, another person's arm and shoulder in a white shirt are visible. The setting appears to be a modern office or meeting room with large windows in the background.

Building and Managing Relationships

- Introduction to Building Relationships
- Keys to Effective Working Relationships
- Managing Relationships
- Module Summary
- Q&A



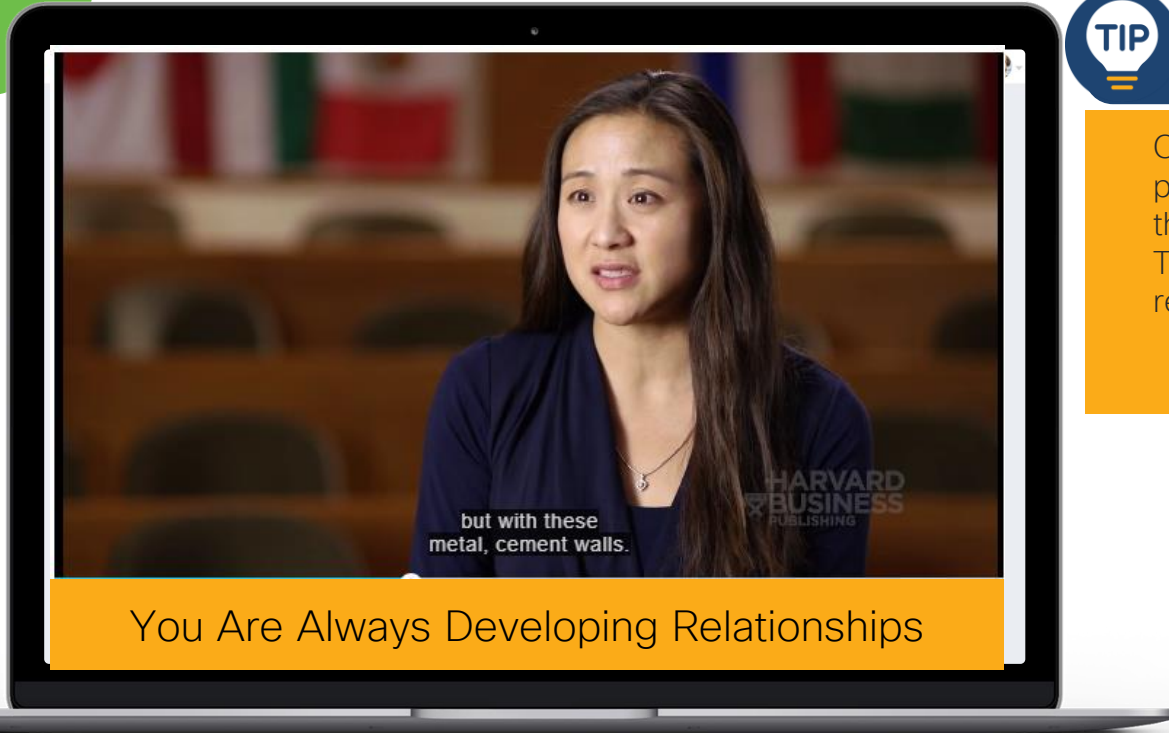
60 Minutes

Module Objectives

After completing this module, you will be able to:

- Explain the importance of good relationships
- Identify attributes of effective working relationships
- Describe how to manage relationships

Why Are Good Relationships Important?



TIP

Customer Loyalty

Customers no longer base their loyalty on price or product but on the experience they receive.

This begins with the one on one relationships you establish.

Benefits of Good Relationships at Work

Increases Employee Morale

Given the amount of time we spend at work in the presence of each other.



COLLEAGUES, MANAGERS, TEAM MEMBERS,
OTHER TEAMS, VENDORS, PARTNERS,
CUSTOMERS,

Result

Increased productivity, ultimately leading to better customer experience.

Improves Teamwork and Collaboration

When we know each other well, we are more likely to work well together.

Customer Experience

Customer Experience is the **perception, customers have of Cisco**. It's the **relationship that you build with our customers** that will continue to differentiate the customer experience at Cisco.



Keys to Effective Working Relationships



An Instruction to follow.



A **feeling** of safety and comfort.



Trust

Firm belief in the **reliability, truth, ability, or strength** of someone or something.



Mindfulness

The quality or state of **being conscious or aware** of something.



Mutual Respect

A proper regard for the **dignity of a person or position**.



Open Communication

Ability for all parties to **express ideas** to one another.

Activity



Duration: 20 Minutes



Card Sorting

- Match technology and product.
- Develop collaboration strategy by team.
- Notify facilitator when complete.
- Compare collaboration strategies.

Place the Product in the Technology Category

Networking	Internet of Things	Mobility and wireless	Security	Collaboration	Data Center	Cloud	Service Provider

Outdoor and industrial access points

Cisco Hyperflex HCI

Extended Enterprise

IOT Data Management

Indoor Access points

Mobile internet for service providers

Unified communications and calling

Advanced Malware Protection

Multi-factor authentication

Next-generation firewalls

SD-WAN

SD Access

Routers

Conferencing

Service orchestration

Phones, headsets and communications

Hybrid Kubernetes on AWS

Mass scale networking

Cisco Integrated System for Microsoft Azure Stack

Computing

Cisco Intersight

Optical networking

Mobile Internet/5G

Containers and microservices

Debrief

- Were you able to collaborate well within your teams?
- What could have been done differently?



Duration: 10 Minutes



Knowledge Check

Which attribute best describes the behavior of a PM who immediately responds to a customer's urgent request despite ongoing project challenges?



Instructions:

Enter the letter response in the chat and send to **All Panelists**.

- A. Trust
- B. Mutual Respect
- C. Mindfulness
- D. Open Communication

Break

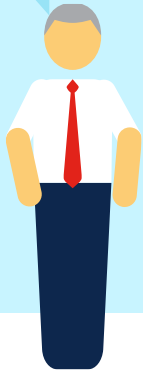


10 minutes



Managing Relationships

We must do whatever it takes to close the network security deal with BCP.



Account Manager

What do you need from the delivery side?



Delivery Manager

We cannot commit to close the project on time since we have a lot of pending dependencies.



Project Manager

Managing Relationships



Duration: 10 Minutes



Discussion

- Pair up with someone.
- Identify a **successful** relationship you have with a work or school colleague.
- Identify an **unsuccessful** relationship you have with a work or school colleague.
- Summarize each relationship using descriptive words.

Debrief

- Share the words you wrote down.
- Do these words evoke strong emotion?



Duration: 2 Minutes



Managing Difficult Relationships



TIP

Being a Change Agent

- Try to empathize with your stakeholders and their needs.
- While we do not have the power to change others, we have the power to change ourselves.



How To Manage Relationships



Clarify your dependencies



Prioritize your efforts



Be positive



Manage your emotions



Demonstrate gratitude



Invest the time to maintain lasting work relationships

Knowledge Application

Summarize how you will apply at least one relationship management strategy to a current challenging work relationship using any of the following strategies:

- Clarify dependencies
- Prioritize efforts
- Stay positive
- Manage your emotions
- Demonstrate gratitude
- Describe ways to invest the time to grow the relationship



Instructions:

1. Review the recommendations for managing difficult relationships.
2. Consider how you would apply at least one or two methods to a difficult relationship.
3. Share results with your partner.

Summary and Q&A



Key take-aways: After completing this module, you shall now be able to:

- Explain the need to build good relationships at work
- Identify attributes of effective working relationships
- Describe how to manage relationships