

CERTIFIED FIRST-TIME MANAGER FACILITATOR (CFTM)

The First Climb



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recognized by
ETHR FUTURE SKILLS AWARDS



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BEST L&D CONSULTANT AWARD
ETHR world future skill
awards 2026



www.protouchpro.com

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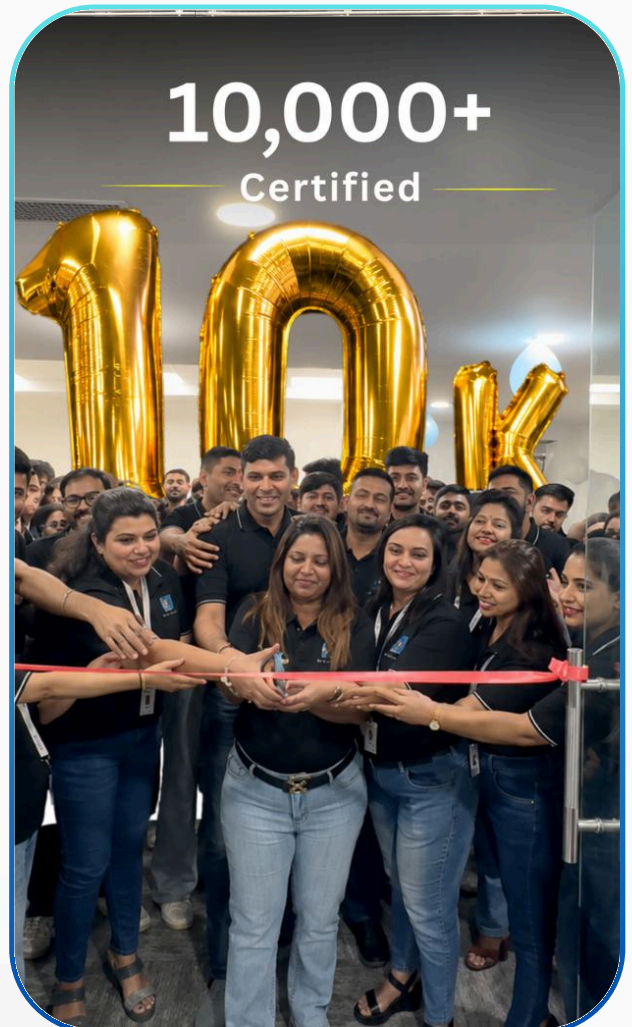


About Protouch

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Protouch is an ETHR Award-winning Learning & Development organization dedicated to helping professionals fast-track their career growth and enabling organizations to build future-ready talent. Through globally recognized certification programs, corporate training, coaching, consulting, and workshops, we empower individuals with practical, industry-relevant skills that drive measurable career and business outcomes. As an ISO 9001:2015 Certified company, Protouch is committed to delivering high-quality learning experiences that create lasting impact for both professionals and organizations.

- Accredited by SHRM, HRCI, CPD, ICF & IABAC
- 10,000+ Professionals Trained & Certified
- Trusted by 250+ Organizations



- Strong Alumni Network Across Industries
- Expert Faculty with Industry Experience
- 3,000+ Positive Google Reviews



Dr. Aparna Sethi is a globally recognized HR leader, corporate trainer, author, and Founder of Protouch Professional Training. With expertise in HR, Learning & Development, Diversity & Inclusion, and Leadership Development, she has empowered 50,000+ professionals and helped organizations build inclusive, high-performing workplaces.

An author of three books on Diversity & Inclusion, she specializes in POSH, Emotional Intelligence, Coaching, and Talent Development. Through Protouch, she delivers impactful learning solutions that strengthen employee capability, workplace culture, and future-ready leadership.

Dr. Aparna Sethi

Protouch Founder





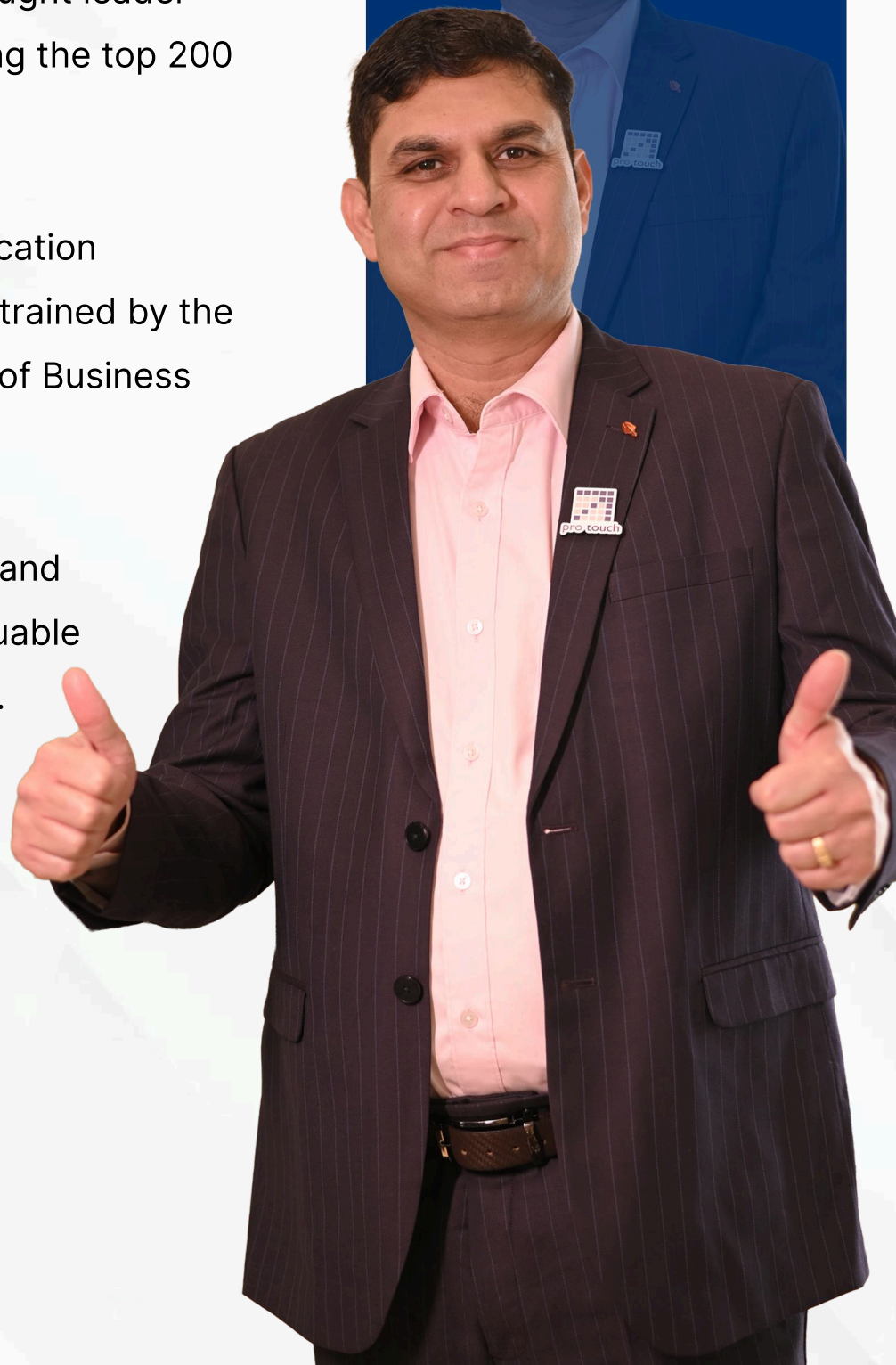
Rahul Sethi is a corporate professional with over 25 years of experience. He is a globally recognized thought leader and has been listed among the top 200 in his field.

He is an awardee for education excellence and has been trained by the International Association of Business Analytics.

His wealth of experience and expertise make him a valuable asset to any organization.

Rahul Sethi

Protouch CEO | Director



RECOGNITIONS



Protouch an **ETHR Award-winning** organization, is recognized as one of the 10 Best Startups in Corporate Training, Education Excellence Award and Indian Achievers' Award for Training Excellence among many others. These awards emphasize the exceptional accomplishments of the company and its noteworthy contributions to the enhancement of executive education and training.

Why Certification Matters

Build the confidence, capability, and credibility to facilitate impactful First-Time Manager development programmes.

1 Why First-Time Manager Skills Are In Demand



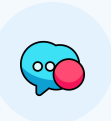
Manager Mindset

First-time managers need to shift from individual contribution to leading, engaging, and developing people.



Team Leadership

Develop practical capabilities to lead teams, build accountability, delegate effectively, and maximise team performance.



Effective Communication

Strengthen your ability to deliver feedback, handle difficult conversations, influence stakeholders, and communicate with confidence.



Practical Leadership Development

Organisations need facilitators who can deliver engaging manager-development experiences using practical tools, activities, case studies, and role plays.

3 Career Opportunities



**Corporate
Trainer**



**L&D
Professional**



**HR
Professional**



**Leadership
Facilitator**



**Manager
Development
Facilitator**



**Leadership
Development
Specialist**



Freelance Facilitator



**People
Development
Professional**

Global Recognition & Industry Credibility

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INTERNATIONAL RECOGNITION

SHRM RECOGNITION



Protouch is recognized by SHRM to offer professional Development Credits (PDCs) for SHRM-CP or SHRM-SCP



HRCI RECOGNITION

The activity has met HR Certification Institute's (HRCI) criteria for recertification credit pre-approval.

BENEFITS OF INTERNATIONAL RECOGNITION



Stronger Professional Credibility

Demonstrate your commitment to leadership development and professional learning.



Ready-to-Deliver Facilitation Capability

Gain access to facilitator guides, presentation decks, participant workbooks, templates, and practical training activities



Industry-Relevant Leadership Expertise

Develop practical capabilities across delegation, coaching, accountability, communication, conflict management, stakeholder management, and executive presence.



Wider Facilitation Opportunities

Build credibility to facilitate First-Time Manager development programmes across industries.

About the Programme

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The Certified First-Time Manager Facilitator (CFTM) equips participants with a complete, ready-to-deliver framework to facilitate impactful First-Time Manager development programs. By the successful completion of this programme, participants will be able to:

- **Facilitate** engaging First-Time Manager development programmes with confidence.
- **Understand the mindset shifts** required when transitioning from an individual contributor to a people manager.
- **Deliver practical sessions** on delegation, feedback, coaching, accountability, and team management.
- **Handle participant questions** using proven leadership models and real workplace scenarios.
- **Conduct experiential learning** through activities, role plays, case studies, and facilitated discussions.
- **Use ready-to-deliver facilitator guides**, presentation decks, participant workbooks, and practical templates.
- **Design highly interactive learning experiences** that improve manager confidence and capability.
- **Build credibility** as a certified facilitator capable of delivering manager development programmes across industries.



Who Should Attend

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Corporate Trainers and Freelance Facilitators

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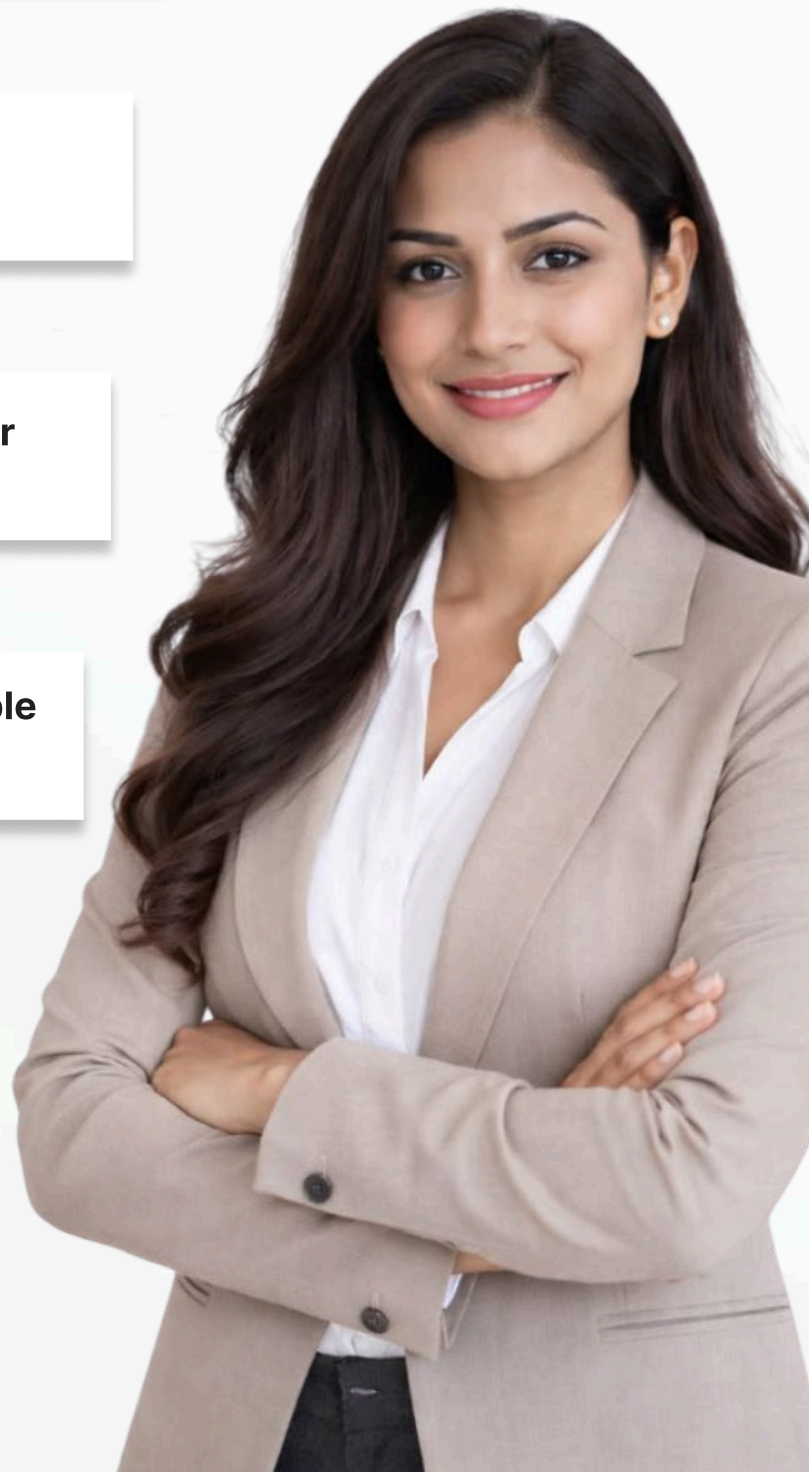
Learning & Development (L&D) Professionals

03

HR Professionals responsible for Manager Development

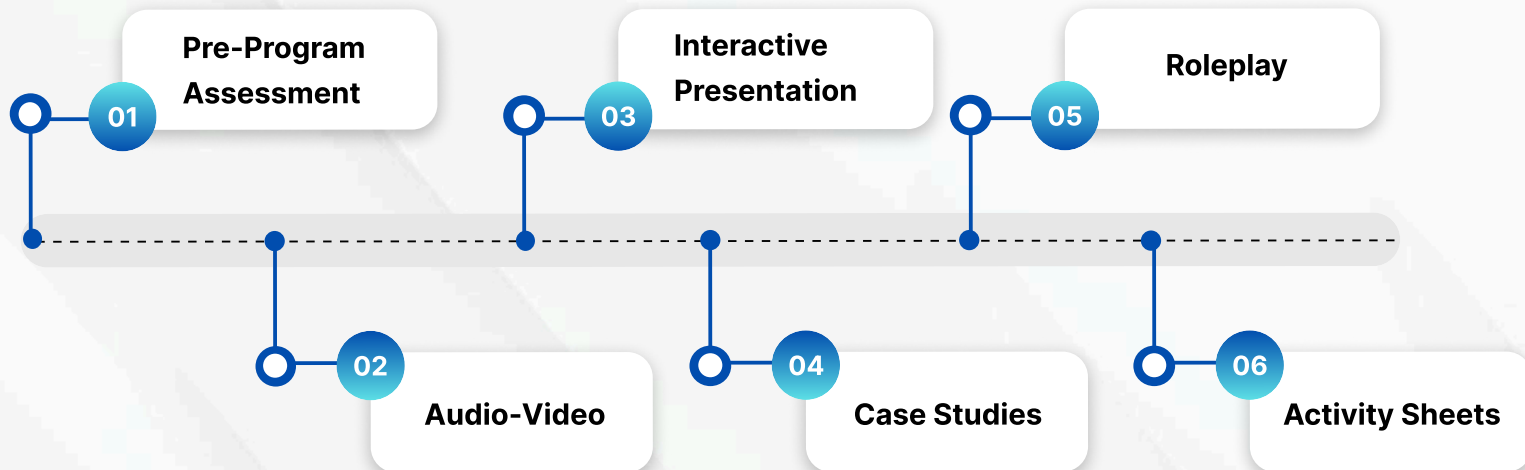
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Professionals preparing for people management roles



Training Methodology

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Study Material:

Pre-preparation Online Module Workbook, PowerPoint presentation, Videos, Templates and Training Activity Sheets

Elevate Integrates

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MINDSET, STRATEGY, INFLUENCE, AND COMMUNICATION

to create confident, impactful leaders



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CREATE THE MANAGER MINDSET



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LEAD AND ENGAGE TEAMS



I

INSPIRE PERFORMANCE



M

MASTER DIFFICULT CONVERSATIONS



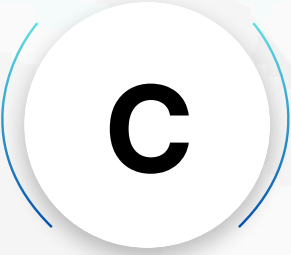
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BUILD EXECUTIVE PRESENCE

Module

Plan

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C

EMPOWER WITH LEADERSHIP MINDSET SHIFT & OWNERSHIP

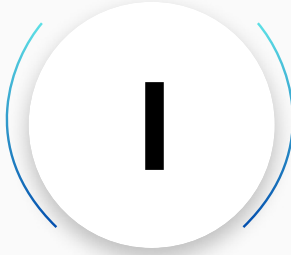
- Think like a Leader
- Regenerative Leadership
- Mindset and Responsibility shift
- Accountability



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ENGAGE TEAMS ACROSS STRUCTURES

- Leadership Styles
- Situational Leadership
- Maximizing Productivity and Growth
- Functional and Project Team Dynamics



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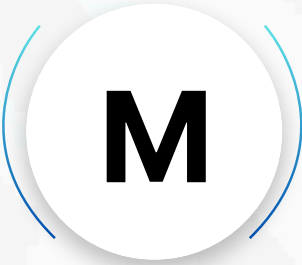
VALUE TRUST, BUILDING RAPPORT & DELEGATION

- Building one-on-one rapport
- Triple-I communication
- Engaging Conversation
- Delegation frameworks

Module

Plan

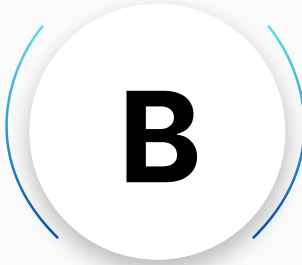
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ADDRESS DIFFICULT CONVERSATIONS & MANAGE CONFLICTS

- Feedback Discussions
- Handling Difficult
- Conversation Conflict Resolution Styles and Negotiation
- Creating a Win-Win



B

THRIVE WITH EXECUTIVE PRESENCE & STRATEGIC COMMUNICATION

- Influencing Across Organization
- Handling Meetings
- Communicating with Confidence and Storytelling
- Stakeholder management

Bonus Worth

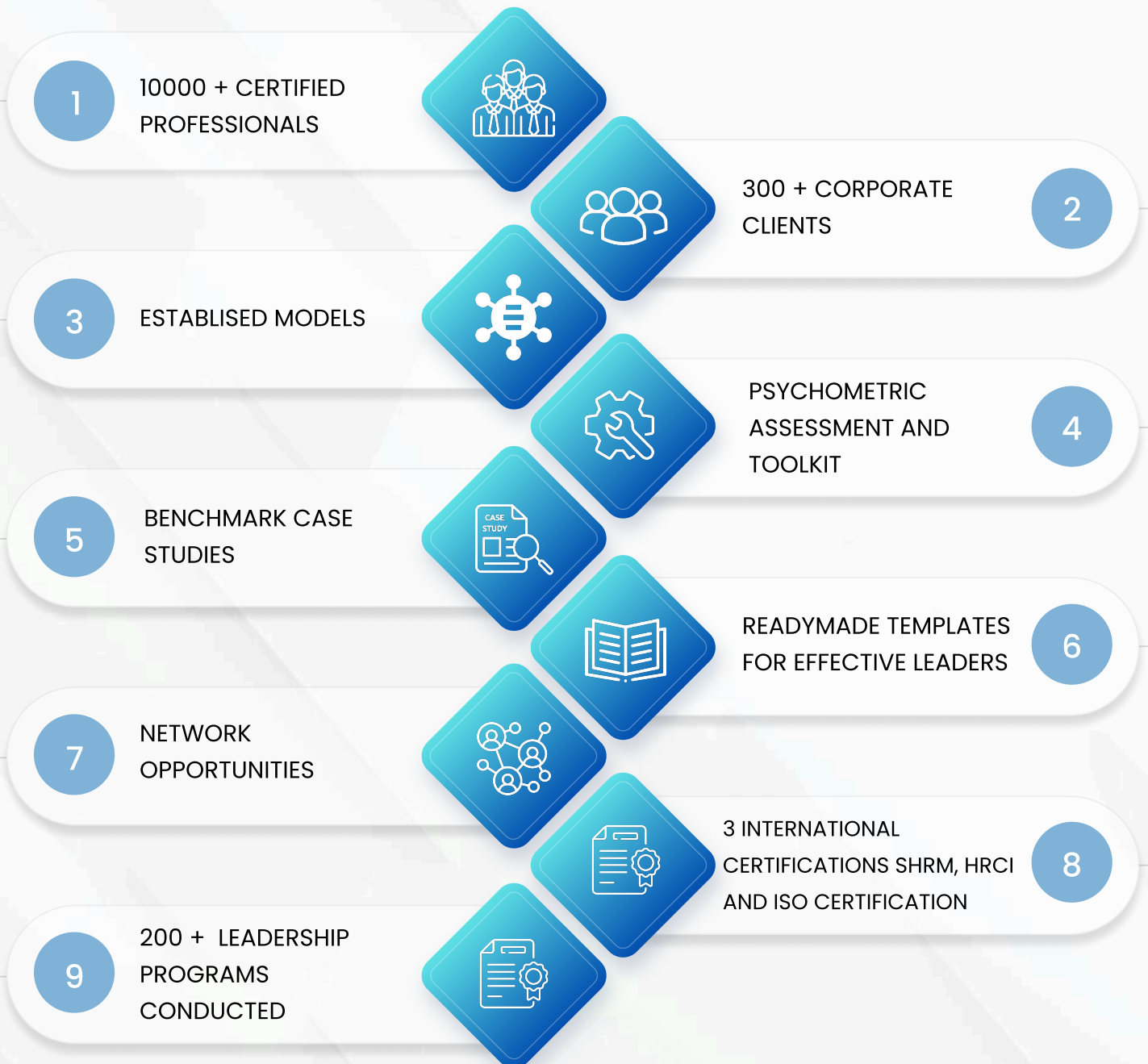
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Protouch Advantage

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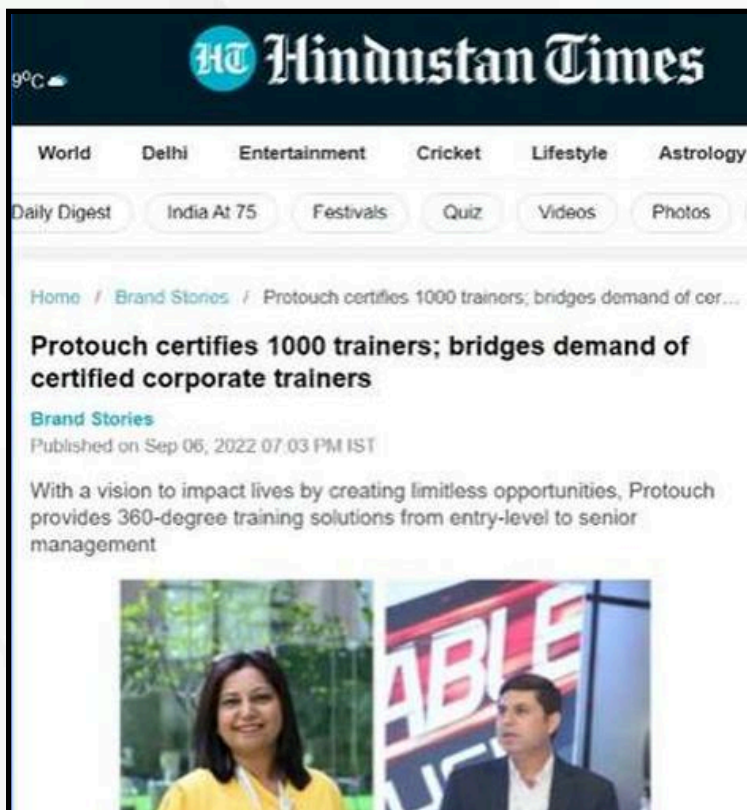
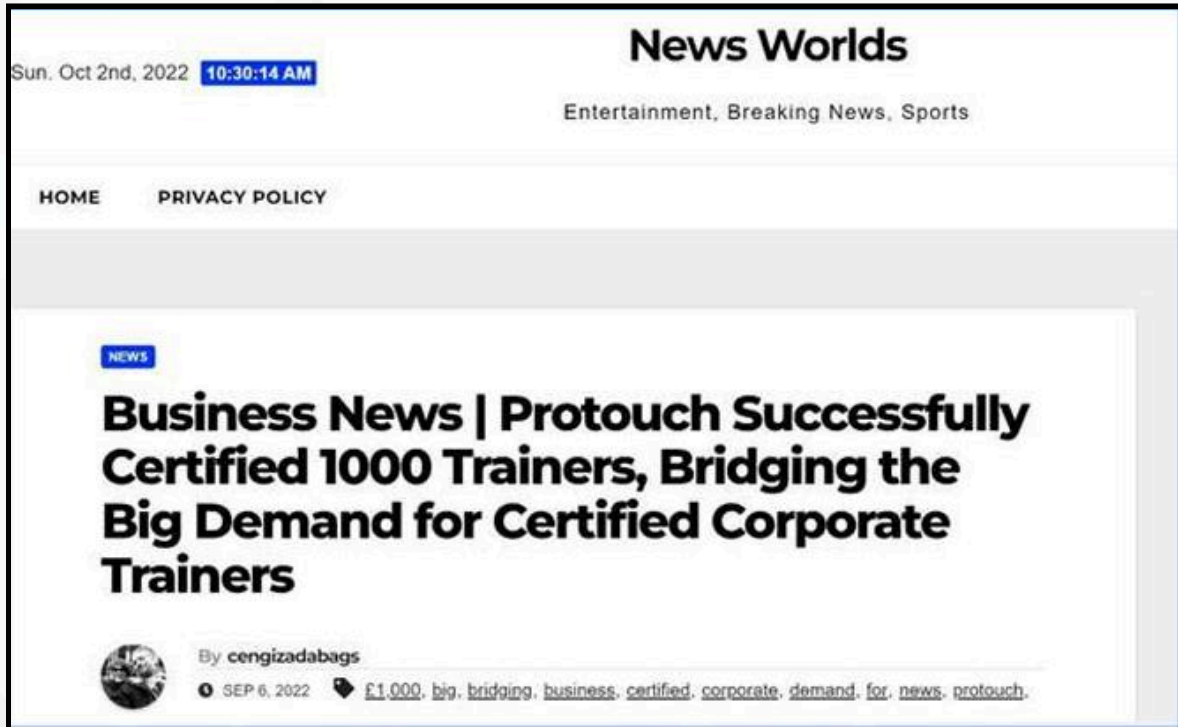


Earn Globally Recognized Certificates



Become a Certified FTM

Media Coverage



Real People Real Opportunities

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We Don't Assure Opportunities. But We Create Possibilities.

Protouch Esteemed Clients



Client Experience

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Sribindu Kaza



Over the past seven weeks of the **Leadership Excellence Program at Protouch**, learning under **Rahul Sethi** has been an incredibly enriching experience.

Rahul's charisma, **energy**, and **powerful presence** make every session deeply engaging and inspiring. His command over the subject is truly exceptional — vast, insightful, and delivered with remarkable **clarity and passion**. What sets him apart is not just his **magnanimous knowledge**, but the way he brings concepts to life with **enthusiasm**, wisdom, and **real-world relevance**.

He has an amazing ability to connect, influence, and inspire people to think **beyond the ordinary**. Every interaction reflects his depth of **experience, positivity**, and **commitment** to developing future leaders.

Grateful for the learning, perspective, and confidence this journey has added to me. Truly a mentor who's "Humility Personified", and one who leaves a lasting impact.



Megha Joshi



Certified Leadership Excellence Programme was my 3rd course with **Protouch Team**. Previously I was part of **POSH TTT and POCSO TTT Programme** with Protouch.

Enrolling for the **Leadership Excellence Programme** was the best decision for my leadership journey as a first-time manager. Such an enlightening experience.

Humbly grateful to the entire **Protouch Team** and recommend everyone to join the journey of **growth** as a **professional** with **Protouch Team**.



Neeraj Sharma



A big thanks to **Protouch Team** for organizing such a wonderful program on **Certified Leadership Trainer!**

The entire experience was **insightful and engaging**, and I truly appreciate the effort that went into making it so impactful.

A special shout-out to **Rahul** for conducting all five sessions in such an **interactive and engaging manner**-it made learning truly **enjoyable**. Also, a heartfelt thanks to Shivndra, Luzia, and Sagar!

Looking forward to attending more **training sessions** with you in the future.

Certification Programmes



Self Pace Programmes





8800005599



info@protouch.services



www.protouchpro .com



**Protouch, 1st Floor, Incuspaze, 103
Udyog Vihar Phase 1, Gurgaon,
Haryana, India - 122001**



pro touch

