

*V*CONSULT – HR SOLUTIONS

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The Content and Methodology



Content:

1. *Well researched*
2. *Benchmarked*
3. *Global know how*
4. *Customized – **tailor made for your needs***

Methodology:

1. *Highly interactive*
2. *Use of simulations, exercises, discussions and presentations*
3. *Use of audio, visual and speech based delivery*
4. *Highly Inspirational with an element of humor and creativity – theme and story line based*
5. *Use of examples benchmarked across industries*
6. *Use of research statistics*
7. *Usage of cases, situations and tools (where applicable)*

The Value Proposition - The Benefits

Our Solutions:

A. Customer Service

B. Cultural Sensitivity

*C. Performance &
Productivity*

*D. Communication & People
Management*

E: Cascade Solutions

Emotional Value:

- *- Creates a ripple and desire for change*
- *- Intellectually stimulating*
- *- Appeals to all senses of perception*

Tangible Value:

- *- Competitive solutions that match your pockets*
- *- Value for Money*
- *- Solution Oriented: do-able action points for immediate application*
- *- Potential for direct impact on results*



The Solution Process: the 5 D



Phase I – Discover

- Understanding business process, work cultures, participant profiles, ground realities through tools

Phase II – Deliberate

- Integrating the phase I into the workshop design and customizing exercises, structure and flow to meet the emotional and behavioral needs of the target audience

Phase III – Design

- Actual workshop delivery and inspiration through examples, activities, audio visuals and other interactive methods

Phase IV – Demonstration

- Reiteration of the workshop learnings, providing a platform to share information and success stories, process re-engineering, systems for reinforcement

Phase V – Deliver

- Reiteration of the workshop learnings, providing a platform to share information and success stories, process re-engineering, systems for reinforcement



A. Customer Service

<p>I. Handling Complaining Customers A workshop that best combines the K,S and A for effective service recovery</p>
<p>II. It begins with ME: Service Accountability Workshop The same workshop can be done in Hindi A workshop on basic service skills combining the importance of service attitude</p>
<p>III. Creating the WOW factor A workshop that best combines customer service skills at an individual and team level. <i>Can be customized to make it relevant for Internal customers as well</i></p>
<p>IV. Creating a Line of sight A workshop creating a clear of line of sight towards the external customer for all internal employees that have minimal or no customer interaction</p>
<p>V. Creating a customer savvy culture A workshop that best prepares a manager, a team or any CS individual to create an environment of customer centricity; it is packed with tools, discussions, cases and exercises driving SERVQUAL within a team</p>



B. Communication & People Management

I. Presenting it Right

A workshop that best combines the skills, knowledge and attitude needed for effective presentation, training and facilitation skills

II. Influencing Skills

A workshop that best combines, the behaviors, the process, the styles and the relevant skills needed to influence others to contribute to your own goals.

III. The First Time Leader

A workshop / series that best prepares a first time leader for all skills, competencies, roles and responsibilities to drive performance through others

IV. Basic Coaching Skills

A workshop on coaching, mentoring styles, identifying coaching needs and skills for giving and receiving feedback and finally identifying ways to inspire and drive performance in a team through appreciation and delegation

Advanced one-one coaching (Manager & upwards)

V. As you SAY it

A communication skills workshop packed with exercises and varied communication scenarios to increase confidence in one's presence and persona; can be at different levels from an executive to a managerial level

C. Performance and Productivity

I. Managing your Self & Time

A workshop on time management which allows us to understand the importance of self-management with respect to time. Workshop could have several various e.g.: managing using Outlook or managing using Lotus Notes

II. Delivering Quality

A workshop that best helps identifies an individual actual and ideal levels of performance and measures to work on it.

III. Learning to Sell

A Sales workshop; skill based; identifying the selling skills, and related competencies with special emphasis on Relationship management effectiveness in the way one sells a product or a service

IV. Personal Effectiveness

A workshop that focuses on the all round impact individual attitude, goals and relation on his/her performance

V. Others solutions in this category may include:

- Effective Sales Presentations
- Negotiating Effectively
- Interviewing Techniques
- Managing Emotions
- Delegation and Empowerment
- Problem solving and Decision Making





D. Cultural Sensitivity

I. Competency Cascade

A workshop specifically designed for all to become aware and understand company competencies and how they manifest into their development plans

II. Syntelligence - On Teamship

A workshop on leveraging team relations, identifying gaps in team performance, brainstorming for the team, a common attitude for driving the team and creating a sense of camaraderie and syntelligence amongst team members

III. Creating the First Impressions

A workshop maybe at an induction level that helps sharpen the saw, rough out the edges and sensitize a person towards professional demeanor with more conscious behavior and awareness of self

IV. The Value Imperatives

A workshop / OD intervention on values alignment and deployment and how all actions and decisions are value based. It helps define brand behaviors in sync with the underlying core beliefs of an organization and packages that with certain mindsets and competencies.

V. Developing A Leader in You

A workshop that helps a individual player how to be a leader. It also encompasses company cultural aspects of what it means to be a leader in today's dynamic world



E. Company Specific Need

I. Train The Trainer

Developing internal capability of trainers

II. Cascade Training

We offer our services for company specific content for which you may require an external trainer to deliver it

III. Consulting

VConsult can also provide you consulting solutions like diagnosis or an specific skill reinforcement

IV. Training Content

We could create the content as the need of the company and train your trainers on the content

V. International Learning Transfer

We offer services wherein you may require a skilled facilitator to learn any of your international skills and then transfer that complete knowledge to your internal capability

Thank You!!!

We appreciate your time and your business

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