



## **High Impact Executive Development Programs (EDPs) and Management Development Programs (MDPs)**

### **Take your organisation to the next level!**

**2 days of investment- gains for ever.**

<b>1. Winning Communication Skills</b>
<b>2. Presentation Skills</b>
<b>3. Winning Managerial skills</b>
<b>4. Business English Skills- Spoken English and Document Skills</b>
<b>5. IT skills</b>
<b>6. Training on Corporate Etiquette</b>
<b>7. Project Management Skills</b>
<b>8. Selling Skills</b>
<b>9. Customer Service Excellence</b>
<b>10. Skills for Secretaries and Executive Assistants</b>
<b>11. Skills in reading Financial documents</b>
<b>12. Continuous Improvement &amp; Six Sigma</b>

**Invest in people and their competence!**

## **Training Methodology**

Core philosophy of our trainings:

1. Experiential approach with practical and deployable learning
2. Adopting adult learning principles with mutual respect, peer learning & flexible pace, building on known to lead to unknown, Graduating from generic to specific, high interactivity, encouraging questions & criticism
3. Use of training methods like Case Studies, Role Plays, Group Discussion, Group exercises, Audio and Video content
4. Deployment of Facilitating tools like TFTP (Trainer Feedback to Participant) and learning retention tools like Learning Diary, Action Planning and To-do charts for each participant
5. Use of Training Evaluation tools like certification Test
6. Structured approach guided by training manuals
7. Experienced and qualified faculty members

Number of participants per batch: 15-25 participants for an ideal situation; as this ensures adequate personal attention for each participant and creates an optimum-learning environment.

Duration of training: 2-days with at least a day for participant based sessions where learning is put to practice and feedback and guidance is provided at a personal level.

Participant take away:

1. Training Manual
2. Long life To-do Chart on the training subject
3. Certificate for the certified participants based on the Assessments
4. Video CDs (in select training modules where video recording of participant exercises is taken up)

Participant fee

<b>S No.</b>	<b>Name of the training programme</b>	<b>Dates for 2009</b>	<b>Per Participant fee (Rs.)</b>
1	<b>Winning Communication Skills</b>	<b>Sept 23-24</b>	<b>3000</b>
2	<b>Presentation skills</b>	<b>Sept 30- Oct 1</b>	<b>3000</b>
3	<b>Winning Managerial skills</b>	<b>Oct 7-8</b>	<b>3000</b>
4	<b>Business English Skills- Spoken English and Document Skills</b>	<b>Oct 14-15</b>	<b>3000</b>
5	<b>IT skills for Executives and Managers</b>	<b>Oct 21-22</b>	<b>3000</b>
6	<b>Training on Corporate Etiquette</b>	<b>Oct 28-29</b>	<b>3000</b>
7	<b>Project Management Skills</b>	<b>Nov 4-5</b>	<b>3000</b>
8	<b>Selling Skills</b>	<b>Nov 11-12</b>	<b>3000</b>
9	<b>Customer Service Excellence</b>	<b>Nov 18-19</b>	<b>3000</b>
10	<b>Skills for Secretaries and Executive Assistants</b>	<b>Nov 25-26</b>	<b>3000</b>
11	<b>Skills in interpreting Financial Documents</b>	<b>Dec 3-4</b>	<b>3000</b>
12	<b>Continuous Improvement &amp; Six Sigma</b>	<b>Dec 10-11</b>	<b>3000</b>

## **Our team of Trainers and facilitators**

### **Amit Sinha**

Amit is a senior management consultant and trainer. He is engaged in providing management and leadership inputs to leading companies, and the brands that he has been associated with include British Telecom, Radio One, Canon, Taj Hotels, BlowPlast, Avaya, Sumi Motherson, etc.

Prior to this, he has worked for over 20 years “in the trenches” – with organizations, which include MNC’s and the TATA group of companies (at the level of Director).

Amit has provided corporate clients with unique resources for strengthening a high-performance environment. He possesses considerable expertise in “total quality” and the "people side" of business.

He is an influential speaker. During his seminars, he creates meaningful interaction, teaches powerful techniques, and generates intense engagement, and as a consequence participants actually internalize the concepts.

Amit has been recognized for excellence in developing and providing training, consulting and management support including by Tata Group Chairman, Mr. Ratan Tata, personally. He has a proven ability to lead and manage operations- was heading the manufacturing division of Tata Telecom Limited achieved a successful manufacturing turnaround. He has also built competitive advantage through a system of business excellence. He has directed company-wide change management processes that enabled to establish industry leadership

Amit has a degree in engineering (Birla Institute of Technology) and PG in International Business (Institute of Foreign Trade, New Delhi).

### **Dr. Nick Pothecary**

Dr. Nick Pothecary has qualifications from England and Sweden and has worked around the world in the field of Consulting and training. A British national, he has served clients in Italy, Sweden, England and India. Post his doctorate, he has been working for over 10 years in the field of consulting. He has served clients like Huawei, Nokia, Ericsson and Phillips. He is a certified Consultant in the area of Thinking profiles. He has offered trainings in the area of communication skills and intercultural sensitivity to different clients in India including Nokia, Aricent and WHO.

### **Tathagata Roy**

Tathagata Roy completed his initial education in the West Indies and later studied Computer Science at the McMaster University, Canada.

Initially he managed his own Computer Software Company for many years and later switched from managing computer software to human software!

A passionate corporate trainer, Tathagat has an in-depth knowledge and abiding interest in the areas of the Mind, Breath, Awareness, and Behavioral Sciences. He has conducted interactive and process driven trainings in the corporate sector to facilitate Team Effectiveness, Work Life Balance, Change and Self Management, Attitudinal change etc. Some of the Companies that have undergone such programs are Airtel, Amway, IFFCO-Tokyo, GE, VST, IBM-Daksh, ITC, Ranbaxy, Cadila Pharma, Hewitt, American Express, Vertex, Metlife and several partner companies to McKinsey.

He has been invited as a key-note speaker by IBM, American Express, SITA World Travels, Top achievers of LIC, State Bank of India, Institute of Chartered Accountants and NTPC to speak on subjects such as Self Renewal, Understanding the Mind, Stress Management etc.

He has conducted numerous Art of Living corporate workshops. Some of the companies he has worked with include GE, Oil India, Hughes Software (800 engineers), Airtel, McKensey Knowledge Center, NHPC (12 units), Australian High Commission, Jindal Polyester, Bhilai Steel Plant, Asian Development Bank, Airport Authority. Maruti, Samtel, Apollo Hospital, Essel Mining and Samcor Glass.

In 2003-04 he conducted Personal Excellence programs for over 1,000 persons in Kazakhstan including for the important functionaries to the President of the country.

He is conversant with tools such as MBTI, Enneagram, NLP, Emotional Freedom Techniques, Yoga, Pranayama, Meditations, Relaxation processes, Hypnosis, and various Indoor/Outdoor Games to facilitate training and experiential learning.

### **Rohini Singh**

Rohini graduated in International Law but never practiced it, turning instead to handling the Public Relations Department for a reputed export firm and honing her skills in Russian and Czech, two languages she was proficient in at the time.

She has written a number of cook-books, of which two became internationally acclaimed best sellers, has written books for children and has edited books for leading authorities in fields of art, literature, music and fiction writing.

She later became interested in holistic healing and alternative therapies.

At present, Rohini leads public personal growth workshops teaching Reiki, a radical energy tool called Emotional Freedom techniques, and the Enneagram, an ancient system of typing personalities. She is certified to practice Hypnotherapy, Kinesiology, Reflexology, and Aura Therapy all of which she synthesizes to facilitate healing and counseling. She has been invited to conduct her workshops in Singapore, Germany, Dubai, Pakistan and the U.S.A.

She has conducted a two week long program for the National Institute of Design teaching various facets of growth and attitudinal awareness to graduating students.

For the past year she has been conducting workshops focused on different areas of self-improvement and growth for various leading schools in Delhi.

Simultaneously she teaches skill-building, team-effectiveness and stress management workshops in the corporate sector. Some of the companies she has conducted trainings for include Amway, Vertex, US Aid, NTPC, IFFCO Tokio, General Electric (GE), Glaxo Smith Kline, Siemens, Sri Ram Fertilizers, Hewitt, American Express, VST, Airtel, Valvoline Cummins and American Express.

She writes for newspapers and magazines and is currently working on a book, due for release by the end of the year by an international publishing house.

### **Vijay Deshpande**

Vijay has over three decades of experience in the field of human resources management, training, coaching and mentoring. He has worked at senior levels with organisations like Bayer, Bombay Dyeing, the RPG group, Nerolac Paints, and Greaves Cotton.

Vijay specializes as master trainer in the area of leadership skills and emotional intelligence.

He has also had brief stints as a project manager and head of a manufacturing plant.

Vijay is a postgraduate in Human Resources Management from Mumbai University with a diploma in Industrial relations. He is a certified trainer in Zinger Miller training systems and a certified assessor for development centers.

### **Jonathan Grange**

John is a European who significant amount of time in India each year where he has business interests. He is a graduate from the Reading University, England where he completed his BSc (Hons).

John has expertise in the area of analyzing markets and businesses; creating businesses around the globe; Communication with people at all levels; decision making under pressure and accepting responsibility for decisions, IT implementation; project management; managing businesses around the globe and trading.

He has had experiences where designed and implemented projects in Information Technology; led a global trading network within a large company that covered 20 offices, initiated businesses in countries where previously there had been no activity, integrated new systems of control and reporting, developed a system of trading and analysis.

He has been a Senior trader / manager in large multinational trading companies; a Vice president in a large international trading company as well as a Founder and shareholder in IT initiatives for international commerce.

He has an experience of 17 years trading around the world and 6 years working in e-commerce and Information Technology.

He has worked for Emmsons SA, India and Switzerland, SMX Corporation, Switzerland, UK & India; Organic Dimensions Group, Canada & Switzerland; Trade AGRO.com Ltd, UK, Switzerland, India; Andre & Cie. Switzerland; Woodhouse Drake & Carey Ltd., London; Louis Dreyfus, Paris ; Vanol Inc, USA. He has also been a self-employed futures trader on New York & London energy markets.

### **Nripjit Singh (Noni) Chawla**

An MBA from the IIM Calcutta (1970), Noni Chawla has been a marketeer, general manager, CEO, management professor and a consultant with experience in hospitality & tourism, manufacturing, healthcare and international business.

He has worked for ITC, Max India Limited (Founder Managing Director and CEO of the Healthcare business), Korn Ferry International as country Head among others.

Noni is a master trainer on different managerial and leadership skills.

He has done consulting work for UNICEF, the African Development Bank, The World Bank, and many private sector and not-for-profit organisations in India. He is a member of the visiting faculty at several business schools including ISB, Hyderabad, and the Indian Institutes of Management. He is a regular contributor to business media. He is also a frequent speaker at management forums. Noni is a voracious reader, a serious amateur photographer, angler and an adventure traveller.

### **R K Mandan**

Mr. Mandan completed his graduation in Engineering from IIT before undertaking MBA in Finance and Marketing from IIM Calcutta. He has over 35 years of academic and corporate experience. He has been a faculty at I.I.T.s, Kanpur University, IILM, ITM among others. He has also been a Dean at ICFAI Business School, Head of ACE Education Academy. He has also been a Chief operations Officer and a Marketeer. His areas of teaching and training include a broad category of modules under General Management, Strategic management, advanced Financial Management, Economics, Sustainable development, Innovation and Creativity, Operations management, Healthcare management among others. He has also undertaken corporate trainings and consultancy assignment for different organizations.

### **Kamlesh Vyas**

Kamlesh graduated in Engineering from DCE, Delhi before pursuing PG programme from Staffordshire University, UK and MBA from XLRI, Jamshedpur. His professional

experience has been with firms like Arthur Andersen, Ernst & Young and Watson Wyatt. He has held senior positions including as Head, Watson Wyatt, Delhi.

He specializes as a trainer and facilitator in soft skills like interpersonal skills, Emotional Intelligence, leadership development, intercultural skills, business communication skills, and teamwork.

Kamlesh has provided training and consultancy services to organisations like Amada India, Bhartiya International, Buongiorno Vitaminic S.p.a., Ciena India, Citi Bank, Cummins Valvoline, Electrosark, Flextronics Software Systems (Aricent), GAP India and GAP SriLanka, Global Vantage, Greaves Cotton, Govt. of India- Ministry of Earth Sciences, Govt. of Bhutan- Ministry of I&C, Guardian Lifecare Pvt Ltd, Hero Honda, Hewitt Associates, Mahindra Group, McGraw-Hill India, Maruti Suzuki Limited, Polyplex Corp, India & PT Polyplex, Thailand, Ranbaxy Laboratories, RMS, SMX Technologies, Tata Sky, Tata TeleServices, The Minda group, The World Bank, United Nations Dev Programme (UNDP), UPES, World Health Organization (WHO), Xerox India Limited.

He has carried out consultancy and trainings in India, Sri Lanka, Nepal, Bhutan, Pakistan, Singapore, Thailand and the Middle East.

He is a member of visiting faculty at leading business schools in the area of HRM, creativity & Innovative business practices. He is a regular speaker at national and international conferences on Human Resource Management. He is a certified ISO 9001:2000 lead auditor. He is also certified in Team leader programs. Kamlesh is currently the head of training and consulting organisation Supreme Quality Services (SQS).

## Annexure 1: Detailed profile of FISB and our training arm SQS

### Our professional services

- 📘 HR consultancy services
- 📘 Design and implementation of customized HRMS packages
- 📘 Trainings and workshops
- 📘 Recruitment services

### Our training infrastructure facilities

- 📘 In-house facilities to carry out 5 training-workshops simultaneously in Gurgaon
- 📘 Tie-ups with Hotels in Delhi-Gurgaon for training venues
- 📘 Tie-up with an outbound training company for 27 locations all over India

### Our current Clients

- |  |                                   |
|--|-----------------------------------|
| 📘 Ajanta India                               | 📘 Hero Honda                      |
| 📘 Ashland Water Technologies                 | 📘 Hewitt Associates               |
| 📘 Chembond water Technologies                | 📘 Indus Towers                    |
| 📘 Amada India                                | 📘 Kohinoor Energy Pakistan        |
| 📘 Bank Dhofar, Oman                          | 📘 Mahindra Group                  |
| 📘 Bharti Walmart                             | 📘 McGraw-Hill India               |
| 📘 Bhutan Business Solutions (BBS)            | 📘 Maruti Suzuki Limited           |
| 📘 Boeing India                               | 📘 Mobisoft ( Phoney Tunes)        |
| 📘 Buongiorno Vitaminic S.p.a.                | 📘 Nerolac Paints                  |
| 📘 Ciena India                                | 📘 Polyplex Corp, India & PT       |
| 📘 Citi Bank                                  | 📘 Polyplex, Thailand              |
| 📘 DCM Sriram Chemicals Ltd                   | 📘 Power Grid Corporation          |
| 📘 Electrospark                               | 📘 RMS                             |
| 📘 Ernst & Young, Kuwait                      | 📘 SGS Eltek                       |
| 📘 Flextronics Software Systems (Aricent)     | 📘 SMX Technologies                |
| 📘 GAP India and GAP SriLanka                 | 📘 Tata Sky                        |
| 📘 GIST Pvt. Limited                          | 📘 Tata TeleServices               |
| 📘 Global Industries Offshore LLC, USA        | 📘 The Minda group                 |
| 📘 Global Vantedge                            | 📘 The Umkal Group                 |
| 📘 Greaves Cotton                             | 📘 The World Bank                  |
| 📘 Govt. of India- Ministry of Earth Sciences | 📘 United Nations Dev Prog (UNDP)  |
| 📘 Govt. of Bhutan- Ministry of I&C           | 📘 UPES                            |
| 📘 Guardian Lifecare Pvt Ltd                  | 📘 World Health Organization (WHO) |
|  | 📘 Xansa India                     |
|  | 📘 Xerox India Limited             |

## Our team's Illustrative Experiences

**Organisation reforms at DPC, Oman:** The Government of Oman had initiated a privatization programme for the core sectors. The engagement included work in the areas of Business strategy, Organizational structures, Manning, Competency framework and Compensation structure. One of our team members, as the Senior Trainer on the project, carried out the assignment, with help from analysts and consultants, drawn from offices in India and the Middle East, over an eight months period in close consultation with the Oman Ministry Directors, top management and board of DPC, Middle East and Asia management of PSEG (the investor), and functional experts from PSEG, USA.

**Change management at Marafiq, Saudi Arabia:** The royal commission, Govt. of Saudi Arabia was setting up an integrated entity to meet the requirement of the major industrial cities in the kingdom. One of our team member had been engaged for integrating the service entities across locations providing services in different areas. His team was involved in setting up the organisation structure, finalizing manpower requirement and transfer of employees and their terms and conditions in the new organisation.

**Institutional change and AP Power sector reforms:** Some of our team members were part of an international team comprising of experts in Power, Regulatory, IT systems and business Consulting. Working closely with the top management of the organisations, international developmental agencies like the World bank and DFID, NGOs and the senior Govt. officials, the team advised on and implemented Organisation Structures, Performance management systems, training systems, rewards systems, employee absorption systems and HR policies for the six organisations comprising of about 50,000 employees.

**Competency mapping for Tata Sky:** The 6-member SQS team members have mapped competencies and performance KRAs for over 300 positions across functions, locations and levels for tat Sky Limited over a 3-month period.

**Compensation systems restructuring at Guardian India:** The SQS team assisted the retail sector organisation in restructuring its compensation systems, include performance-linked components based on individual, team, group and company level performance.

**Assessment centers for organisations across different sectors:** The SQS team members have worked on designing and implementing assessment centers for organisations like ESPN Star Sports, The India Today group, Jubilant Enpro group, hero Honda, DPC Oman, Amada India among others.

**Competency systems at large print Sector Company:** As the project engagement manager, One of our team members led a team of trainers that enabled the company to arrive at their competency models, followed by capability assessments, succession planning and capability enhancement programmes.

**Organisational restructuring for the Indian subsidiary of a large Japanese company in the field of CNC machines:** The consulting team helped reorganize the functioning of the client organisation based on the best and latest think to drive efficiency and team work. The organisational structuring was followed by redesign of roles and responsibilities, compensation structures, performance management system and career paths. The compensation systems included initiatives to drive team work, culture change, retain key personnel and reward results achievement as well as focus other aspects of balanced score card.

**Designing and delivering training modules for United Nations (UN) Volunteers:** Our team designed 2 workshops of 3-days duration each for the volunteers from across the country and their trainers respectively based on adult learning principles. The team also delivered the first modules of the workshops. This initiative was carried out in collaboration with international agencies like DMTP (Disaster Management and Training Program), CADRI(Capacity for Disaster Risk Initiative), BCPR (Bureau for Crisis Prevention and Recovery) of and UNDP India. The initiative, one of its kind, is being replicated in other UN member countries and the region.

**National HRD Master plan for the Govt. of Bhutan:** Our team assisted the Royal Govt. of Bhutan for in development of a national Human Resource Master Plan including for the Govt., semi govt. organisations and the private sectors. The plan includes among other things interventions required at the School, college and university levels as well as policies and practices to be undertaken at the highest level for human resource development.

**Facilitating international workshop for personnel from various United Nations agencies in Bangkok:** One of our team members facilitated a 3-day international workshop on Tsunami Recovery Impact Assessment and recovery mechanisms.

**Review and validation of HR policies for an Indian company:** On this engagement the SQS team worked to arrive at policies that reflected the management philosophy while also ensuring that the organisation remained an employer of choice in the very competitive Indian IT sector.

**Developing global executives at a large Indian IT company:** The SQS team has been engaged by an Indian IT giant to help develop their executives and managers to be effective globally through customized programmes on Intercultural sensitivity, business etiquette and communication & presentation skills. The team has delivered more than 50 programmes in the last two years alone.

**Organizing one of the largest HR awards program in India:** One of our team members led the joint DMA- WW team that carried out “Awards for Excellence in Innovative HR Practices” for two consecutive years to recognize companies that have the most innovative practices. The awards process involved evaluating and working closely with more than 100 CEOs, HR Heads and their organizations among the best of organizations.

**Designing and delivering behavioral skills training modules for Mahindra Institute of Quality management:** SQS team designed and delivered a 3-days behavioral skills workshop for MIQ for their post-graduate level executive development programme.

**Annual T&D meet for a large Consulting Organization:** Our team designed and organized a complete 3-day Leadership and teamwork workshop- “Pride and Passion” for the 20 member top management team of the company complete with training facilitation on

Innovation and Creativity, leadership development, team work, Best Business Practices modules.

**Two-day training retreat for the World Bank:** We designed and delivered a 2-day programme for the senior personnel covering subjects based on group TNA. The range of areas covered included handling difficult people, team building, Interpersonal skills, stress management, assertiveness skills and emotional intelligence.

**A large intervention change management initiative at a large Textiles and polyester company in India:** One of our teams helped the client finalize the strategy for different lines of business, initiate market effectiveness interventions, institutionalize operational performance improvement and evolve organizational structures to address business requirements.

**One of the most prestigious Healthcare delivery institutions in North India:** A five decades old large multi-specialty hospital had embarked upon an initiative to enhance its image, offer better patient care and community service and to improve the impact of its charitable programme. One of us was at the forefront of some of these initiatives leading product development, corporate identity and architecture, facility planning, strategic planning, institutional building and capability development.

**End-to-end people systems:** One of us led a team of professionals to provide complete range of HR solutions to an Indian private sector E&P Company and later extended to many of the global operations of its French parent company.

**Regional retreat for WHO:** The SQS team in consultation with the client organisation conceptualized and delivered a highly interactive 3- day outbound training workshop delivering team skills, interpersonal skills, leadership skills as well as helping resolve the current challenges.

**Recruiting key personnel for an a American major setting up operations in India:** The SQS team helped identify the key personnel working on a war footing enabling the organisation to go-live with their operations in India in a period of 8 weeks.

**Managerial effectiveness workshops for GAP, Sri Lanka:** A senior trainer from SQS in consultation with the client organisation conceptualized and delivered a highly interactive 3-day outbound training workshop delivering key managerial skills.

**Facilitation of Strategy development for Xerox:** The SQS team helped Xerox India Limited in development of their vision, financial objectives and market standing objectives over a 2-month period including a detailed diagnostic and a 3-day strategy workshop with the top management team.

**Change management initiatives at Govt of India:** The SQS team has been carrying out professional effectiveness workshops on an ongoing basis for senior scientists in the Ministry of Earth Sciences, Govt. of India on areas like Project management, team working, leadership skills, communication skills and interpersonal skills.

**Managerial effectiveness programs at different organisations:** The SQS team is involved in delivering trainings and workshops for managers in different organisations including Aricent (formerly Flextronics), Hero Honda, Gap, Citi Bank, Global Vantage among others.